



General Assembly

January Session, 2021

**Raised Bill No. 1054**

LCO No. 4531



Referred to Committee on HUMAN SERVICES

Introduced by:  
(HS)

***AN ACT ESTABLISHING A STATE HOME HEALTH AND HOSPICE OMBUDSMAN.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective July 1, 2021*) (a) There is established an  
2 independent ombudsman office within the Department of Public Health  
3 to receive concerns and complaints concerning home health care and  
4 hospice care and make recommendations to the Commissioners of  
5 Public Health and Social Services for resolving such concerns and  
6 complaints.

7 (b) The Commissioner of Public Health shall appoint a State Home  
8 Health and Hospice Ombudsman who shall be selected from among  
9 individuals with expertise and experience in home health care and  
10 hospice care. In the event the State Home Health and Hospice  
11 Ombudsman is unable to fulfill the duties of the office, the  
12 commissioner shall appoint an acting State Home Health and Hospice  
13 Ombudsman.

14 (c) The State Home Health and Hospice Ombudsman shall serve on  
15 a full-time basis, and shall:

16 (1) Identify, investigate and make recommendations to address  
17 concerns and resolve complaints relating to (A) home health care,  
18 including, but not limited to, the Connecticut home-care program for  
19 the elderly established pursuant to section 17b-342 of the general  
20 statutes; and (B) an organization licensed as a hospice by the  
21 Department of Public Health in accordance with section 19a-122b of the  
22 general statutes;

23 (2) Ensure that persons receiving home health care or hospice care,  
24 and their representatives, have regular and timely access to the services  
25 provided through the ombudsman's office and receive timely responses  
26 from the office;

27 (3) Analyze, comment on and monitor the development and  
28 implementation of federal, state and local laws, regulations, and other  
29 governmental policies and actions that pertain to home health care and  
30 hospice care; and

31 (4) Recommend any changes in such laws, regulations, policies and  
32 actions as the office determines to be appropriate.

33 (d) Not later than January 1, 2022, and annually thereafter, the State  
34 Home Health and Hospice Ombudsman shall file a report, in  
35 accordance with the provisions of section 11-4a of the general statutes,  
36 with the joint standing committees of the General Assembly having  
37 cognizance of matters relating to human services and public health on  
38 (1) the number of complaints or concerns received by the ombudsman,  
39 (2) the resolution of such complaints and concerns, and (3)  
40 recommendations to (A) improve outreach to persons receiving home  
41 health care and hospice care; and (B) expeditiously address concerns  
42 and resolve complaints received from such persons.

This act shall take effect as follows and shall amend the following sections:		
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Section 1	July 1, 2021	New section
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**Statement of Purpose:**

To appoint a state ombudsman to monitor and respond to complaints and concerns regarding home health care and hospice care.

*[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]*