

OMBUDSMAN INITIATIVES ADDRESSING NEGLECT/ABUSE - OVERVIEW

	Outcome	Program Critique
STATE		
CA	Able to evaluate rates, trends, characteristics of abuse	Need to include more data, develop more outcome measures
CO	Have impacted occurrences and reporting	Provide on a regular basis, develop more inservices, RN/LPN workshop on a regular basis, use newer model of CARIE
GA	NCCNHR staff and local omb. used, found major disparity between observations/med. rec.	Revise assessment tool, review for objectivity, eliminate hydration section, reduce or eliminate resident inter.
MD	Number of calls to hotline has increased	Provide necessary resources ot carry out all needed activities
MI	30 and 1-yr evals. being done, favorable feedback	Continually looking for updated statistics, on-going due to staff turnover. Need to partner with nursing homes to help them with in-services
MO	Raised awareness	Develop better referrals, more timely
MO	Raised awareness	Continue to print and distribue cards
NV	Greated incidence of police reporting of elder abuse	Would do using a different mode, more pictorial
NV	More involvement by volunteers	Expand to rural areas
NM	Facilities more aware that Omb. Program is serious	Limit number of parties involved to ensure anonymity, use only trained observers
NY	Impacted LTC, educ. Family/ residents	Include more partners, more efficient referral and feedback and outcome measures
NC	On-going, calls increased	Strong task force, very energetic, worked well together, data updated annually

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Outcome

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WA Effective 6-8-00

Too early to determine