

# OMBUDSMAN TRAINEE INTERNSHIP

## Section A: Facility Visitation

### PURPOSE

There are three primary objectives for this section of the internship:

1. To familiarize the trainee with a long term care facility,
2. To provide an opportunity for the trainee to develop or refine skills of relating to residents and staff,
3. To provide friendly visiting for individual residents.

### STRUCTURE

The internship consists of a minimum of 10 hours of visitation in one long term care facility. These visitations must extend over a minimum of 2 weeks and must be completed within 30 days following completion of the classroom training.

### PROCEDURES

1. The visitation portion of your internship will be in the facility where you interviewed staff for the orientation component of the certification training.
2. Complete the "Record of Facility Visits Form" each time you visit the facility. Maintain the forms in your files. The State Ombudsman may request to review those forms during an on-site evaluation.
3. Vary your observations in the facility by going on different days of the week and different time of the day. The maximum time for each visit is two hours. Try to see the facility and residents in a variety of activities, avoid establishing a pattern in your visitation schedule.
4. In visiting with residents, practice introducing yourself and explaining the Ombudsman Program. Just as you vary the time and day of your visits, vary the residents with whom you visit. Avoid the temptation to spend the majority of your time with residents who are easy to engage in conversation. Visit residents with different physical conditions, different communication abilities, and different needs. Remember: This is the time to practice refining your communication and observation skills.

**QUESTIONS OMBUDSMEN CAN ASK WHEN VISITING RESIDENTS**

NOTE: These questions are designed to help you when talking with residents. It is not intended that each and every question should be asked, but rather that these questions should serve as a guideline.

The questions have been grouped into categories to facilitate your conversations with residents, although many of these questions may fit into more than one category. The questions themselves are not presented in any particular order.

\*\*\*\*\*

**QUALITY OF LIFE**

Where did you live before you came here? How was it different from the way you live now? What is different?

What's a typical day like for you?

What's a good day like for you?

How do you spend your time?

Do you feel at home here? What makes it feel that way?

What was it like when you first came here? How is it different now?

What do you like best?

If you could change one thing, what would it be?

**ACTIVITIES**

Before you came here, what was your favorite hobby or past-time? Do you get to do that now? Would you like to be able to do that?

What activities would you like to see?

**QUALITY OF CARE**

What's the care like?

What your care like?

Do staff members keep you informed about your health?

Do you get your medications when you are supposed to?

How does staff treat you?

Which aides treat you best?

Are there any aides that you are afraid of?

Are staff members rushed when they give you care?

Are staff members available when you need them? Is there enough staff to help you and others?

When you need help and press the call light, is it answered promptly?

Does staff know what they are doing?

Does staff talk to you in a way that you like?

Does staff let you do things for yourself?

Does staff take time to talk with you?

**DIETARY SERVICES**

How is the food?

How does the food look to you when it is served?

Do you get food that you like? Do you get food that you are used to?

Are mealtimes enjoyable? Are meals a pleasant experience?

**RESIDENT CHOICE**

How do you decide what you do?

How do you decide what you eat for your meals?

How do you decide what you wear? when you get up? when you go to bed at night?

Do you ever get outdoors?

Who do you spend your time with? Who do you talk to?

**PRIVACY**

Are there places that you can go to be alone?

When you have visitors, where do you go to talk with them? Is that a good place for talking?

COMMUNICATION

How do you get along with your roommate?

Since you've been here has staff here ever changed your room or your roommate? Do you know why you had to move to another room or why your roommate was changed?

What do residents do when they have problems with their care or something else?

(If resident indicates that they talk to staff, you could ask, "What does the staff do about the problem when you tell them?")

## **Section B: The Ombudsman Experience**

### **PURPOSE**

There are three primary objectives for this section of the internship:

1. to allow the trainee to observe the work of an experienced ombudsman in the process of facility visitations and complaint handling;
2. to provide an opportunity for the trainee to observe an experienced ombudsman in a variety of other job related functions such as meeting with residents' councils, conducting in-service training, representing a resident at an administrative hearing, answering requests for information, and performing daily administrative duties and to ask questions about the various roles of an ombudsman;
3. to see the variety of approaches that experienced individuals use to address issues that arise in the daily activities of an ombudsman in order to help the trainee determine the approach that best fits their own personality.

### **STRUCTURE**

Part B of the internship consists of 18 hours observing three different experienced Local Ombudsmen in various areas of Ombudsman responsibility. One day (6 hours) will be spent with each person in their service area. This part of the internship must be completed within 30 days following the classroom training.

### **PROCEDURES**

1. The State Ombudsman or State Trainer will select the experienced ombudsmen for you to shadow and provide you with their names and contact information.
2. You will contact the ombudsmen to schedule mutually agreeable days and times to work together in their areas.
3. Keep a record of the dates and times that you are with the ombudsmen. Also make notes of the activities that you observe and any knowledge that you gain from the experience. Maintain these records with those made in Parts I and II of the certification process.

## **OMBUDSMAN TRAINEE INTERNSHIP**

### **Section C: Observed Activity**

This is the final step of the certification process. The State Trainer will come to your area and observe you in routine visits to the facility that was host to you as a trainee and one other facility in your area.

#### **PURPOSE**

The purpose of this portion of your internship is to observe how you are able to put into practice the knowledge you have gained during your training.

#### **STRUCTURE**

This part of the internship consists of 1/2 day or 4 hours with the Ombudsman Trainer observing you in regular resident visitation and any other activity that arises during your visits to the two facilities.

#### **PROCEDURES**

1. You must contact the State Trainer when you have completed Part B of the Internship to establish a mutually agreeable date for Part C.
2. Following your time with the State Trainer, complete the "Checklist of Exercises/Assignments" found in this manual and submit it to the State Ombudsman.

Assuming that evaluations of your activities submitted by the administrator of the host facility, the State Trainer, and the Ombudsmen whom you shadowed were satisfactory, your certification card will be issued when the checklist is received in the Office of the State Ombudsman.

**Congratulations!!!**

ASSIGNMENT #4  
INTERVIEWS

INTERVIEW WITH A NURSING HOME ADMINISTRATOR

Name of Administrator Interviewed:

Date:

What is the job of an administrator?

How did you become an administrator?

Who owns this nursing home?

How often do the owners, or someone from corporate headquarters, visit this facility?

How many beds do you have?

Besides nursing, housekeeping, activities and social services, do you provide:

- Speech therapy?
- Occupational therapy?
- Physical therapy?
- Mental health services?
- Transportation?
- Beautician and barber services?
- Dental services?
- Foot care?
- Spiritual, pastoral services?
- Recreational services?
- Financial management?

When an ombudsman sees or hears of a problem, do they come to you or to another member of the staff?

Do you have an active residents council?

Who presides?

What has the council achieved?

What do you think is most important to residents?

How can an ombudsman best help you?



**NOTES FOR A DISCUSSION WITH A DIRECTOR OF NURSES**

Name of Nurse Interviewed:

Date:

Topics to be covered:

1. Overview of long term care
2. The demographics of residents' age, sex, marital status
3. Levels of care
4. Common illnesses
5. Special diets
6. Complaints which may arise as a result of a medical condition
7. Duties of staff:
  - a. Medical Director
  - b. Director of Nurses
  - c. Charge Nurse
  - d. Certified Nurse Assistants
  - e. Social Worker
  - f. Activities Director
  - g. Physical Therapist
  - h.. Dietary Supervisor/Nutritionist
  - i. Other
8. What help can I get in dealing with problems?
9. What do you think is most important to residents?
10. How can an ombudsman best help you?

**NOTES FOR A DISCUSSION WITH A SOCIAL WORKER**

Name of Person Interviewed:

Date:

What is the job of a social worker?

How did you become a social worker in this facility?

What is the most time consuming aspect of your job?

What are the most typical psychosocial needs of residents?

How are these needs of residents addressed?

What is the biggest unmet psychosocial need you see?

How do you support the mental health and well-being of residents?

What do you think is most important to residents?

How can an ombudsman best help you?

**NOTES FOR A DISCUSSION WITH AN ACTIVITIES PROFESSIONAL**

Name of Person Interviewed:

Date:

What is the job of an activities professional?

How did you become an activities professional in this facility?

What is the most time consuming aspect of your job?

What are the most typical activities, recreational, needs of residents?

How are these needs of residents addressed?

What is the biggest unmet need for activities, recreation, that you see?

How do you develop and carry out individualized activities for residents?

What do you think is most important to residents?

How can an ombudsman best help you?

**NOTES FOR A DISCUSSION WITH THE DIETARY SUPERVISOR**

Name of Person Interviewed:

Date:

What is the job of a dietary supervisor?

How did you become the dietary supervisor in this facility?

How many people work in this department?

How do you keep track of the special diets and food preferences for all residents?

What do you do if someone doesn't like what is served at a meal?

What provisions are there if a resident wants to invite a guest to eat with them?

How are the facility's menus developed?

What types of snacks are offered to residents during the day?

What role do residents have in choosing what to eat and when to eat?

What do you think is most important to residents?

How can an ombudsman best help you?

**NOTES FOR A DISCUSSION WITH THE HOUSEKEEPING SUPERVISOR**

Name of Person Interviewed:

Date:

What is the job of the housekeeping supervisor?

How did you become the housekeeping supervisor in this facility?

How many people work in this department?

What is the biggest challenge in housekeeping?

What procedures do you have for making sure that each resident gets his/her own clothes back from laundry?

What do you think is most important to residents?

What have you learned about residents from working in this position?

How can an ombudsman help you?

**SUGGESTED RESIDENT INTERVIEW**

(President of the Resident Council may be selected.)

Name of Resident Interviewed:

Date:

Do you know about the Ombudsman Program?

If so, what has been your experience with it?

Do you think the residents of the nursing home have good information about their rights? Do you have any written information?

What do you think are the biggest concerns of most residents here?

Do you feel that you have an appropriate voice in your care?

How do staff respond to suggestions, or questions, from residents?

What do you think is most important to residents?

How might the Ombudsman Program help you?

What advice do you have for someone who is thinking about moving into a nursing home?

## **SUGGESTED OUTLINE FOR DISCUSSION WITH AN OMBUDSMAN**

(You will need to take notes on another sheet of paper.)

Name of Person Interviewed:

Date:

1. How did you begin your work in nursing facilities?
2. What process do you use to introduce yourself to residents?
3. How do you explain the Ombudsman Program to facility staff?
4. What are some common complaints and how have they been resolved?
5. How do staff respond when there are problems to be resolved?
6. In general, how do staff respond to you?
7. How do you achieve confidentiality for visits with residents?
8. How is working with residential care facilities different from nursing homes?
9. How do you keep records and document your visits? What are some useful tips?
10. What are the greatest challenges you face in your job?
11. What are some "survival techniques" you can suggest to help me in this job?
12. What keeps you going in this job?
13. What has been your most satisfying accomplishment as an ombudsman?

**INTERVIEW WITH THE AREA AGENCY ON AGING DIRECTOR**

Name of Person Interviewed:

Date:

What services does the Area Agency on Aging (AAA) provide?

Where are these services provided?

Who pays for these services?

What has been your experience with the Ombudsman Program?

What do you think is the most important function of the Ombudsman Program?

What goals/vision do you have for the Ombudsman Program?