

Office of the State Long-Term Care Ombudsman  
2003 Designation & Service Review  
Volunteer Focus Group Questions

**I. Training**

1. Did you receive the training that you need to function in your role as a consumer advocate?

**II. Challenges and rewards**

2. What are you most proud of in your volunteer experience?
3. What is the most difficult/challenging part of your role?

**III. Interactions with RP staff**

4. What ongoing training, consultation, and support do you need?
5. Do you receive the level of ongoing training, consultation, and support that you need?

**IV. Input on statewide systemic advocacy agenda**

6. Based on your experience, what do you think are the biggest problems in nursing homes today?

**V. Satisfaction and *quality* improvement**

7. What motivates you to volunteer with the Ombudsman program and stick with it?
8. How can we make volunteering with the Ombudsman program a more fulfilling experience?
9. How can we make reporting easier while still meeting requirements?