

Ombudsman Compendium

An Overview

Purpose

The Ombudsman Compendium is intended to serve as a comprehensive resource to assist individuals who are responsible for recruiting, training, and retaining effective long-term care ombudsmen (both paid and volunteer).

Format

The Compendium is comprised of three chapters broadly titled: Recruitment, Training, and Retention. This reference pulls together guidance from four main resources on the Long-Term Care Ombudsman Program: The Older Americans Act, Administration on Aging Policy Interpretations, the Institute of Medicine Study titled "Real People Real Problems: An Evaluation of the Long-Term Care Ombudsman Programs of the Older Americans Act," and "Training and Qualifications for the LTCOP," a paper from the Bader Report titled "The Long-Term Care Ombudsman Program: Rethinking and Retooling for the Future." Full citations for these resources are provided below. *While they will be referenced throughout the Compendium, the full citations are only currently provided in this Overview.*

The Ombudsman Compendium has been designed as a comprehensive reference tool. Each section and subsection have a short narrative followed by key points from the main references, followed by examples and references to sample items that will appear in the appendices. The outline format appears with bulleted text that provides additional information.

The Ombudsman Compendium can be accessed through the NORC website at:
http://www.ltombudsman.org/ombpublic/251_2009_13111.cfm

Advisory Committee and LTCOP Contributions

The Ombudsman Resource Center compiled the Compendium by asking ombudsmen nationwide to share information and materials related to recruitment, training and retention. The materials were then analyzed and organized for inclusion. As with most Center documents, an advisory committee made up of state and local ombudsmen was formed. The many items contained in the Compendium Appendices were identified by this advisory committee and credit for the sample items has been attributed to the programs that designed or created the item.

Thank you to the many programs who shared copies of their materials with the Ombudsman Resource Center. We hope that the Ombudsman Compendium will be a useful reference to anyone who seeks to recruit, train, or manage ombudsmen and ombudsmen volunteers.

Reference Information

The four main resources for this Compendium are cited below. These items are referred to throughout the text and many can be found on the National Ombudsman Resource Center website at www.ltombudsman.org

Older Americans Act as amended in 2000: official version

http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=browse_usc&docid=Cite:+42USC3058g

State Long-Term Care Ombudsman Provisions in the Older Americans Act, as Amended in 2000, By Topic, With Policy Interpretations

Copies can be acquired through the Ombudsman Resource Center.

Real People Real Problems: An Evaluation of the Long-Term Care Ombudsman Programs of the Older Americans Act

In 1995, the Institute of Medicine (IoM) published the first in-depth assessment of the Long Term Care Ombudsman Program (LTCOP).

<http://www.nap.edu/books/NI000028/html/>

The Long-Term Care Ombudsman Program: Rethinking and Retooling for the Future ("The Bader Report" April 2003). This publication provides the proceedings, recommendations, and background materials from the 2002 retreat of the National Association of State Long-Term Care Ombudsman Programs (NASOP) made possible with the help of the Helen Bader Foundation.

http://longtermcare.state.wi.us/home/whitepaper03_FINAL.pdf

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