

## Suggested Supplemental Reading Materials

The list below was compiled by the Ombudsman Compendium Advisory Committee and includes some supplemental reading suggestions to be used for ombudsman self-study. This list was not intended to be comprehensive - it is simply being put forth as a starting point. There is an abundance of documents and materials related to ombudsman work available through the National Ombudsman Resource Center website at [www.ltombudsman.org](http://www.ltombudsman.org) A more comprehensive list can be found under the Library section of the website in a document titled "Ombudsman Resource List."

- 1. Ombudsman Best Practices - Confidentiality** (December 2000) Robyn Grant. NORC. \$10  
Best Practice paper addresses key issues facing state and local ombudsmen. Includes many examples of specific state practices that uphold confidentiality. Paper addresses the importance of maintaining confidentiality, underlying principles, promoting and preserving confidentiality in 4 areas of ombudsman work, and measuring outcomes. A key document for all ombudsmen.  
\*Copies available through NCCNHR; Available on NORC website except for attachments  
<http://www.ltombudsman.org/uploads/Confidentiality.pdf>
- 2. Ombudsman Best Practices: Supporting Culture Change to Promote Individualized Care in Nursing Homes** (April 2000) Barbara Frank, NORC. \$10  
Paper presents long term care ombudsman best practices in supporting culture change in nursing homes, drawing on lessons learned by State Ombudsman Programs that have engaged in such initiatives. Includes an overview of the issues, relevant practice precedents and examples of best practices.  
\*Copies available through NCCNHR; Available on NORC website  
<http://www.ltombudsman.org/uploads/CultureChangeMay01.pdf>
- 3. Ombudsman Best Practices: Using Systems Advocacy to Improve Life for Residents** (June 2002) Sara Hunt, NORC. \$10  
The paper is designed to provide support, guidance and ideas for state and local long term care ombudsmen to use in pursuing changes in systems to improve quality of life for residents. Includes "*Tips for Sanity and Success*" and "*Real World Examples*."  
\*Copies available through NCCNHR; Available on NORC website  
<http://www.ltombudsman.org/uploads/UsingSystemsAdvocacyMay02.pdf>
- 4. Nursing Home Staffing: A Guide for Residents, Families, Friends, and Caregivers** (2002) Sarah Greene Burger. NCCNHR. \$7.50 plus shipping/handling.  
This guide was designed to assist individuals in defining good and adequate staffing. The guide will help you evaluate staffing in your loved one's facility, and provides tips to assist you in advocating for good, adequate nursing care staff.  
\*Copies available through NCCNHR

5. **Nursing Homes: Getting Good Care There** Second Edition.(2002) Barbara Frank, Virginia Fraser, Sara Hunt and Sarah Greene Burger. NCCNHR. \$11.95 Bulk Rates available  
Written by three former state ombudsmen, this book is designed to help residents and families seek quality of care – concrete information on the care planning process, problem solving, utilizing the ombudsman program and filing complaints. The book empowers consumers by providing information, guidance and resources.  
\*Copies available through NCCNHR
6. **Translating Nursing Home Ombudsman Skills to Assisted Living: Something Old, Something New** (March 2003) Robyn Grant. NORC. \$10  
The purpose of this paper is to strengthen ombudsman assisted living advocacy by drawing upon the effective strategies already employed by ombudsmen in the nursing home arena. The paper examines the commonalties and differences between ombudsman practice in assisted living and nursing homes and presents a range of ombudsman strategies for assisted living work. Seven important issues are examined: care or service planning, promoting residents’ rights, resident autonomy/choice, transfer/discharge, staffing, resident agreements/contracts, and disclosure.  
\*Copies available through NCCNHR; Available on NORC website  
<http://www.ltombudsman.org/uploads/TranslatingNHtoALAdvocacy0303.pdf>
7. **Advocacy in Ethical issues: A Multi-Disciplinary Approach: A Guide for Ombudsmen.** ( November 1995) 10 pages. Carolyn Wanner. NORC  
A technical assistance paper which through the use of a case study is designed to assist ombudsmen developing an appreciation for a multi-disciplinary approach and developing program management for ethical decision-making for residents.  
\*Copies available through NORC Available on NORC website  
<http://www.ltombudsman.org/uploads/Ethicsadvocacy.pdf>
8. **Working Through Ethical Dilemmas in Ombudsman Practice** (1989)  
93 pages. Sara Hunt, NORC  
This publication includes a resource paper and separate training guide designed to assist ombudsmen to sort out the complex situations they face in handling complaints. State Ombudsmen are encouraged to incorporate ethics training into their state's curriculum for training new ombudsmen.  
\*Copies available through NORC
9. **Long Term Care Ombudsman Guide to Developing and Supporting Family Councils** (2003). This guide offers practical suggestions for ombudsman to help families form strong, family-run councils. The manual addresses creating a new council, maintaining a council and strengthening a council, with the primary focus on the development of a new council.  
\*Copies available through NORC website  
<http://www.ltombudsman.org/uploads/OmbandFamCouncils.pdf>