

# Pierce County, WA Long Term Ombudsman Check List

The Pierce County Long Term Care Ombudsman Program Evaluation process.

The Pierce County Long Term Care Ombudsman Program Advisory Council has approved the Evaluation tool and the following process:

1. The evaluation tool will be sent to all ombudsmen.
2. Each ombudsman will be instructed to complete the evaluation for him or herself.
3. Upon completion of their evaluation, the ombudsman will call:
  - John (those in the 2000-01 classes) at 798-3811
  - Karen (all those in the 92-99 classes) at 798-3789 or
  - Judy (all those who cover Adult Family Homes) at 798-7367.
4. John/Karen/Judy will schedule a face to face appointment to discuss the evaluation.
5. The appointment may occur after a visit to the facility with the assigned ombudsman. Karen states “It has been very helpful for me to visit facilities with the ombudsman. I think that the ombudsmen have enjoyed it as well. It seems to be an opportunity to ‘shine’ and show off your residents.” The evaluation **will not** be discussed with the facility staff.

# Pierce County, WA Long Term Ombudsman Check List

Standard <b>Routine Facility visits</b>	Exceeds Standard	Meets Standard	Needs additional Training
Visit facilities to develop relationships with residents, families and providers and to investigate complaints. <ul style="list-style-type: none"> <li>• <u>NH 3x/month</u></li> <li>• <u>BH (45 beds+) 3x/month</u></li> <li>• <u>smaller BH/AFH every 2-weeks or monthly</u></li> </ul>			
Represent the LTCOP in a professional manner by following visit protocol <ul style="list-style-type: none"> <li>• <u>Notify staff of presence in the facility</u></li> <li>• <u>Wear badge on all visits</u></li> <li>• <u>Vary times/days of visit</u></li> <li>• <u>Maintain knowledge of current residents</u></li> <li>• <u>Spend the majority of the visit with the residents and families.</u></li> <li>• <u>Ensure complaint resolution and ombudsman hotline numbers are posted and accessible</u></li> <li>• <u>Follow resident directions concerning any action</u></li> </ul>			
Visits will focus on: <ul style="list-style-type: none"> <li>• <u>Educate and promote the purpose of the LTCOP to residents, family members and facility staff</u></li> <li>• <u>Educate and promote resident rights to residents, family members and facility staff</u></li> <li>• <u>Identify and respond to problems</u></li> <li>• <u>Residents who are alone with few visitors, high acuity, are seen as difficult, are in an isolated location</u></li> <li>• <u>Maintenance of confidentiality</u></li> </ul>			
Other factors to remember while visiting: <ul style="list-style-type: none"> <li>• <u>Ensure all residents in the facility have access to the ombudsman</u></li> <li>• <u>Make an effort to meet with new residents and families to share information concerning the LTCOP, resident rights</u></li> <li>• <u>Establish a balanced and objective relationship with facility staff</u></li> </ul>			
Required reports: <ul style="list-style-type: none"> <li>• <u>completed accurately</u></li> <li>• <u>turned in by the 4<sup>th</sup> day of the following month</u></li> </ul>			