



Long-Term Care Ombudsman Role Perception Profile

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Purpose

To be an effective long-term care ombudsman, you must be able to operate in several different roles. This questionnaire provides you with a profile of your attitudes about the roles played by long-term care ombudsmen in helping elderly residents. It will identify your dominant philosophical values regarding the ombudsman function and compare your role and strategy perspectives to five key role orientations. It will also enable you to compare your beliefs about the ombudsman's role with the dominant philosophical values of the ombudsman organization.

Instructions For Completing Your Role Perspective Profile

This questionnaire is comprised of 30 pairs of statements reflecting actions or attitudes regarding the ombudsman role in long-term care. For each numbered pair (statement "A" and statement "B"), consider the presented attitudes or perspectives. Of the two statements, which do you believe to be the most accurate reflection of the appropriate role for the ombudsman?

In many or even most of the presented cases, you may not think either "A" or "B" is your best preferred option, or, conversely, you may believe both statements to be good. However, for this exercise you must make a choice. You must circle the option that you believe to be the most true for you as a long-term care ombudsman. Circle either an "A" or "B" for each of the 30 pairs. Neither response is necessarily right or wrong. However, you must choose between the two. Practice on the example below:

E x a m p l e	A.	Many residents are habitual complainers, my job is just to listen and pass on problems that seem legitimate.
	B.	My most important job is to be a friend to the resident.

1.	A.	I usually attempt to bring conflicting parties together for win/win solutions.
	B.	The residents are very lonely and isolated. My job is to help meet their need for social contact.
2.	A.	I try to make residents aware of their rights.
	B.	By and large, residents are isolated and need someone to interact with. I enjoy giving them my time and friendship.
3.	A.	Staff people need ombudsman support to help them to do a good job.
	B.	I serve the residents best by being a trusted and reliable source of information.
4.	A.	It is important to be fair, open-minded and impartial when listening to different positions in order to maximize all interests.
	B.	Facility management and staff are largely professionals and skilled paraprofessionals whose opinions should be given appropriate weight.
5.	A.	I try to get each side to understand the other's values, goals and perspective.
	B.	I enjoy participating in social activities with the residents.
6.	A.	I enjoy talking to the residents about their lives, interests and feelings.
	B.	It is important for me to identify mistakes, neglect and poor practice to help safeguard decent long-term care conditions.

7.	A.	I can help facility staff by listening to them and trying to be attentive to their needs when possible.
	B.	I try to provide education and information to facility residents, family members and friends.
8.	A.	My work with care-giving staff is rewarding; their needs and challenges should be recognized.
	B.	I use my knowledge and persuasive skills to empower the residents and pursue their goals.
9.	A.	I most enjoy the resident's company and I know they need this attention.
	B.	Facility staff, especially nursing aides are under-supported by an unfair system. They need more community support.
10.	A.	When important issues are at stake, I take adversarial positions when I encounter resistance.
	B.	Compromise requires objective attempts to maximize all parties' interests to create more enduring solutions.
11.	A.	I attempt to get everybody's issues and interests out in the open so they can be discussed and resolved to the highest level of mutual satisfaction.
	B.	I try to connect residents with the appropriate staff person who will help them solve their problems.
12.	A.	I offer providers my ideas and try to get theirs to promote compromise.
	B.	Most problems can be prevented by just making sure the involved parties have clear and correct information.

13.	A.	I am most helpful when I provide information and helping resources to residents.
	B.	Staff practices need to be carefully observed, so that problems can be identified and corrected.
14.	A.	Facility staff are under-supported by an unfair system. They need more support from the community.
	B.	I am there to boost the residents' morale.
15.	A.	Not all complaints are valid. Discussing issues with staff can often sort out what's real and what's not.
	B.	I provide emotional support to residents who are alone.
16.	A.	It is very important to have a positive attitude towards care providers—their job is difficult and frequently unrewarding.
	B.	I attempt to deal with all concerns: residents', staff's and my own.
17.	A.	Documented evidence of facility failures sometimes must be presented firmly and clearly to assure necessary correction.
	B.	Many residents need somebody to care about them and to pay attention to their social needs.
18.	A.	I generally trust the facility staff's knowledge and professional integrity. Their perspective is important.
	B.	I feel it is important to keep an eye on facility staff to help ensure that rules and good practices are routinely followed.

19.	A.	I feel I contribute best by patiently listening and guiding the resident to those who will provide the best help.
	B.	I feel it is important to praise the caregiving staff when they are doing a good job.
20.	A.	Resistance can be overcome by presenting a good case with strong evidence, backed by a fair warning.
	B.	It is important for me to educate all parties about residents.
21.	A.	I try to make residents aware of their rights.
	B.	Getting both sides to understand mutual goals and concerns is my most important role.
22.	A.	I am most helpful when I connect residents to appropriate resources for assistance.
	B.	Residents are largely forgotten and powerless; I must always be in their corner and prepared to argue their cause.
23.	A.	I provide information between facility staff, residents, family members and other involved agency personnel.
	B.	It is important to spend quality time with residents who are often alone and without meaningful social support.
24.	A.	There are many unfounded complaints. I use the staff as a resource to sort out the real issues.
	B.	I can best help residents and staff by serving as a fair listener and impartial problem-solver who involves others in resolving issues.

25.	A.	My most important role is as a mediator who facilitates the coming together of all sides for mutually satisfying solutions.
	B.	The kindest stroke I can give a resident is to be there when they feel alone.
26.	A.	I consistently push for residents' rights and believe in strong enforcement for facilities that fail to provide good care.
	B.	I can usually solve problems by bridging the communication gap that sometimes exists between the resident and facility staff.
27.	A.	It is important to be involved in residents' social functions.
	B.	I am effective when I communicate and explain how the system works.
28.	A.	You must give the facility firm warning for failure to remedy verified problems. If all reasonable warnings are ignored, punitive measures should be pursued.
	B.	Mediation and negotiation are the best ways to solve problems and resolve differences.
29.	A.	Sometimes tough action is needed to change long-term care conditions.
	B.	The best way to improve the residents' lives is to alleviate their loneliness and isolation.
30.	A.	I am exclusively committed to pursuing the residents' interests above all other competing considerations and viewpoints.
	B.	To be fair, I take into account challenges faced by the facility staff in providing care—one has to accept some realistic organizational constraints.

To score your questionnaire, circle the letter you circled for each question

1		B		A	
2		B	A		
3	A		B		
4	B			A	
5		B		A	
6		A			B
7	A		B		
8	A				B
9	B	A			
10				B	A
11			B	A	
12			B	A	
13			A		B
14	A	B			
15	A	B			
16	A			B	
17		B			A
18	A				B
19	B		A		
20			B		A
21			A	B	
22			A		B
23		B	A		
24	A			B	
25		B		A	
26				B	A
27		A	B		
28				B	A
29		B			A
30	B				A
Total number of items circled in each column:					