

The logo features a yellow banner with a checkered pattern on the left side. The word "Maryland" is written in a stylized font above the main title "Long Term Care Ombudsman Program", which is in a larger, bold, white font with a black outline.

**LONG TERM CARE OMBUDSMAN PROGRAM ORIENTATION TRAINING
MARYLAND DEPARTMENT OF AGING
BALTIMORE, MARYLAND 21201
November 14, 15, 28, and 29 2016**

AGENDA

Monday, November 14, 2016

- 8:30 a.m. Continental Breakfast**
- 9:00 a.m. Welcome, Introductions, and Overview**
Stevanne Ellis, State Ombudsman
- 9:30 a.m. History and Role of Ombudsman Program (NORC handout)** Stevanne Ellis
- 10:30 a.m. Break**
- 10:45 a.m. Ombudsman Program Activities and Structure in Maryland (Other Agencies, Volunteers, Maryland law); Principles of Ombudsman Work**
Stevanne Ellis
- 12:30 p.m. Lunch**
- 1:30 p.m. Who Speaks for the Resident? Surrogate Decision Makers, Guardians, Powers of Attorney**
Anne Hurley, Esq.
- 2:30 p.m. Resident's Rights - Laws and Regulations (Nursing Home Reform Law, Older American's Act, Federal Law, COMAR, and SOM)**
Stevanne Ellis
- 3:15 p.m. Wrap-Up/Questions and Answers**

Adjournment

Tuesday, November 15, 2016

- 8:30 a.m. Continental Breakfast**
- 9:00 a.m. Welcome, Ombudsman Program Overview, Arthur Flemming video**
- 9:30 a.m. Ombudsman Role In Promoting Resident's Rights** Stevanne Ellis
- **Resident and family councils**
 - **Empowerment**
 - **Care plan meetings**
- 10:45 a.m. Break**
- 11:00 a.m. Confidentiality, Ethics, and Conflict of Interest**
Stevanne Ellis
- 11:50 a.m. Lunch**
- 12:30 p.m. The Resident Experience**
Wanda Miller and Floyd Hartley
- 1:30 p.m. Break**
- 1:45 p.m. Aging – Realities and Myths**
Stevanne Ellis
- 3:15 p.m. Wrap-Up/Questions and Answers**

Adjournment

Monday, November 28, 2016

- 8:30 a.m. Continental Breakfast**

- 9:00 a.m. Welcome**
- 9:15 a.m. Quality Advocacy Visits**
Stevanne Ellis
- 10:00 a.m. Ombudsman Communication (residents, staff, public)**
Stevanne Ellis
- 10:45 a.m. Break**
- 11:00 a.m. The Volunteer Experience**
Phyllis Meyerson, Volunteer Developer
- 12:15 p.m. Lunch**
- 1:00 p.m. Nursing Homes: Quality of Care and Quality of Life (A look at regulations, inspections, measures, and other factors in NH care)**
Mark Paugh MS, RN, Maryland Office of Health Care Quality
- 1:45 p.m. Break**
- 2:00 p.m. Complaint Investigation (Getting Consent/Accessing Medical Records)**
Stevanne Ellis
- 3:15 p.m. Wrap-Up/Questions and Answers**

Adjournment

Tuesday, November 29, 2016

- 8:30 a.m. Continental Breakfast**
- 9:00 a.m. Welcome**
Stevanne Ellis
- 9:30 a.m. Assisted Living**
Stevanne Ellis

10:45 a.m.	Break
11:00 am	Complaint Investigation and Resolution Stevanne Ellis
12:15 p.m.	Lunch Provided by MDoA
1:00 p.m.	The Three C's: Consult, Case and Complaint Stevanne Ellis
1:45 p.m.	Break
2:00 p.m.	Ombudsman Perspective in Maryland Stevanne Ellis <ul style="list-style-type: none"> • Individual and Systemic Advocacy • Other Advocacy Groups (AARP, USM, Voices For Quality Care, etc.) • National Structure • The Future • Assisted Living • Dementia Care • QAPI • Culture Change
3:00 p.m.	Wrap-Up/Questions and Answers
Adjournment	
<u>Day Five</u>	Date and content to be determined