



Long-Term Care Ombudsman Casework: Advocacy and Communication Skills Trainee Guide

PURPOSE: Effective communication and a resident-directed approach are the most critical skills for Long-Term Care Ombudsmen (LTCO) advocacy. Even the most knowledgeable LTCO with in-depth understanding of residents’ rights and facility responsibilities cannot be effective advocates without good communication, investigation and resolution skills. This video reviews LTCO complaint investigation procedures and demonstrates resident-directed advocacy and effective communication skills during complaint intake, investigation and resolution that are applicable to all aspects of LTCO work.

OBJECTIVES:

- Define resident-directed advocacy
Describe LTCO procedures for complaint investigation and resolution
Introduction of relevant policies and procedures related to access, visits and disclosure of resident and Ombudsman records.
Identify effective communication skills

INSTRUCTIONS: During and/or after viewing the video, please respond to the following questions and be prepared to discuss your responses and additional questions with your LTCO trainer. This guide addresses complaint investigation and resolution strategies specific to each scenario separately first and then asks questions regarding communication skills and LTCO responsibilities identified in both scenarios.

Note: Some of the questions in this guide seek specific examples from the scenarios (e.g. the chart on page 3) so it may be helpful to review the questions before watching the video to understand what you will be asked to identify.

Scenario #1: Anne Walker

Complaint Investigation and Resolution Strategies

A LTCO investigation should be \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.

LTCO collect information during an investigation through \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.

How did Gloria use her senses to gather evidence during her visit and complaint investigation related to Ms. Walker’s concerns?

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Why did Gloria visit during the morning shower time?

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- What challenges might an ombudsman encounter when visiting early mornings, nights or weekends?

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- Identify other ways Gloria could approach the investigation of this complaint.

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When Ms. Walker expressed her concern about not wanting to be identified with this complaint and said residents have been discharged due to sharing their concerns, what else could Gloria have said in response to her statement?

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- What does Gloria do to protect Ms. Walker’s confidentiality, and what are some other things she could do to ensure Ms. Walker isn’t identified as the complainant unless she is ready?

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What concerns did you hear Ms. Walker expressing in this scenario? Were all of them addressed?

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Why didn’t Gloria review Ms. Walker’s care plan to check her preferences about showers?

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Do you think Gloria was effective in facilitating the conversation between Ms. Walker and the DON, Ms. Lee? Explain your answer.

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Is there anything you would have done differently in this scenario?

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## ***Scenario #2: Brian Brashear***

### **Complaint Investigation and Resolution Strategies**

**What concerns did you hear Mr. Brashear's expressing in this scenario? Were all of them addressed?**

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**What is the PEP method? \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.**

**How did Gloria address Mr. Brashear's concerns in relation to his rights and the other residents' rights when speaking with Mr. Cook? Was that effective? Explain your answer.**

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**How did Gloria ensure her complaint investigation was resident-directed while reminding Mr. Cook of the need for resident-directed care and quality of life? How did this impact her credibility with Mr. Brashear? With Mr. Cook?**

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**As it states in the video, LTCO need to remain "calm, objective and in control" at all times, especially when a situation has escalated. When speaking with Mr. Cook what techniques did Gloria use, both verbal and nonverbal, to maintain her professionalism and remain calm, but assertive?**

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**In the follow-up conversation with Mr. Brashear and Mr. Cook, how did Gloria demonstrate her support of Mr. Brashear when facilitating that conversation? Why was that important?**

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**Is there anything you would have done differently in this scenario?**

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**What are your "take away" points from this scenario?**

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## Effective Communication Skills

Gloria used both open-ended and closed-ended questions during her complaint intake, investigation and resolution process. Use the chart below to identify some of the open-ended and closed-ended questions you heard Gloria ask during both scenarios and describe what information she was trying to obtain with those questions.

OPEN-ENDED QUESTIONS	CLOSED-ENDED QUESTIONS	INFORMATION GAINED

**Identify communication techniques Gloria used when speaking with Ms. Walker and Mr. Brashear, both verbal and non-verbal. What did she do and why are these techniques important?**

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**How did Ms. Walker and Mr. Brashear respond to Gloria?**

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**Was there anything Gloria could have improved or that you would have done differently?**

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**What communication tips did you pick up from watching Gloria in this video?**

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## LTCO Skills and Responsibilities

Resident-directed advocacy means the LTCO should:

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The \_\_\_\_\_ requires representatives of the LTCOP to gain consent from the resident or complainant, or legal representative of the resident or complainant, before disclosing the identity of the resident or complainant.

List examples of how Gloria used a resident-directed approach when working with Ms. Walker and Mr. Brashear during complaint intake, investigation and resolution.

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How did Gloria model resident-directed advocacy and communication when speaking with the facility staff?

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What did Gloria do (and not do) when notifying the facility staff of her arrival? Why is this important?

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Why was it important for Gloria to contact her supervisor, Diane, after speaking with Ms. Walker?

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The \_\_\_\_\_ state that residents have “the right and the facility must provide immediate access to any resident” to representatives of the State long-term care ombudsman.



What did you see or hear in the video that Gloria did not address? What questions would you ask in order to gather information about those issues?

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Did you learn anything from this video that was contrary to the expectations you had regarding LTCO complaint investigation and advocacy prior to viewing this video? If so, what?

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