



“The Role of the Ombudsman in Advancing Excellence”
March 16, 2010 3:30-5:00 ET

- I. Welcome
- II. Advancing Excellence in America’s Nursing Homes Phase II
Carol Benner
- III. The Consumer Guide for Consumer participation
Carol Scott, MO SLTCO
 - a. http://www.nhqualitycampaign.org/files/AE_Consumer_Guide.pdf
- IV. Ombudsman involvement in Advancing Excellence
Dawn Jacobs, MI SLTCOP
- V. Questions and Answers
- VI. Closing