



**The National Long-Term Care  
Ombudsman Resource Center**

# RETENTION, RETENTION, RETENTION

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April 22, 2020

A stylized icon of a computer monitor with a grey frame and a grey base. The screen is dark blue and contains white text.

**NORC Volunteer  
Management  
Webinar Series**

# Speakers

## **Dana Gargus**

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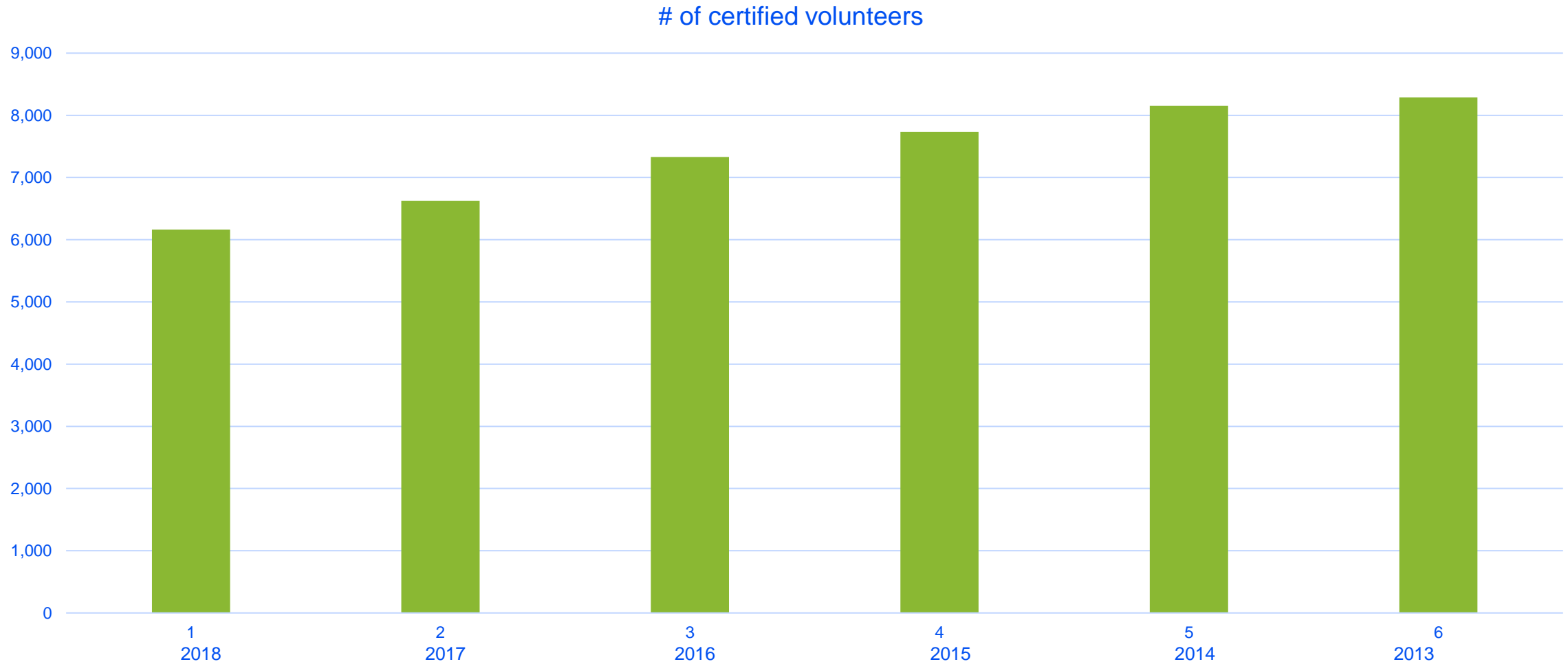
# Learning Goals

- ✓ Retention: What is it and am I doing it?

**Learning strategies**



# Volunteers Nationwide



# Volunteer DATA

| Year | Volunteers | Hours   |
|------|------------|---------|
| 2018 | 6,163      | 543,175 |
| 2016 | 7,331      | 609,843 |
| 2014 | 8,155      | 786,861 |



What is our mission,  
again?



# What are the consequences...

What's the worst thing that can happen if you have the wrong person\* serving as an Ombudsman Representative in your program?

- **Time and energy in training**
- **Residents no longer trust your program**
- **Potential damage to the reputation of the program**

\* Wrong person: not adhering to the rules of confidentiality; not listening to the resident's wishes; what else?

“It’s not that we don’t trust volunteers! It’s that the work they do is so important that we absolutely must oversee that work closely.” Linda Graff



“Volunteering” increasingly refers to the pay scale, not the nature or importance of the work.

# Poll #1

- What percentage of your volunteers are retained each year?
  - 0 to 25%
  - 26 to 50%
  - 51to 80%
  - More than 80%

# LTCO Prospective Volunteer Intake Toolkit

## *Toolkit Table of Contents*

- Letter to Prospective Ombudsman Volunteer
  - Overview of the LTCOP
  - Basic requirements to become a LTCO representative
  - Copy of job description
- Considerations for Volunteer Requirements
- Volunteer Application Form
- Acknowledgment Form
  - Confidentiality
  - Conflict of Interest
  - Code of Ethics
- Sample Interview Questions
- Additional Resources

View the full toolkit as  
a **PDF**

# Poll #2

- Does your program perform evaluations of volunteers?
  - State Level Yes
  - State Level No
  - Local/regional Level Yes
  - Local/regional Level No





# ***VOR Retention in the R9 Tennessee LTCOP***

Zev Samuels  
District Long Term Care Ombudsman  
[zsamuels@mifa.org](mailto:zsamuels@mifa.org)  
(901) 529-4565



# Recognizing What You Have

There are many Whys to recruiting and training VORs. If recruitment and training go well, a local ombudsman might find a roomful of talented people eager to advocate and to perform.

The steps to building commitment in a team of dedicated individuals, however, involve recognizing who your team consists of. What are their talents? Where do you want to take them with trainings, and designating responsibilities? It starts with the desire to perform.

# Communication

Communication is a 2-way street. What are VORs seeing and hearing in the field? How are they documenting their observations and their actions?

Do your VORs have a feeling that they are being heard? Are you listening to them; reading their reports and emails? Are you communicating your actions and concerns back to them, letting them know that they are on the right track; or are you suggesting that they consider other perhaps more successful strategies to implement in the facility?

# Recognition and Appreciation

Is it on the calendar?

- \* Annual VOR Recognition Lunch (or other event)
- \* Casual Lunch & Chat for VORs to get together, and to share experiences
- \* Bi-Monthly or other VOR Trainings
- \* Special Events or Projects

# COVID-19

## Unusual Measures for Unusual Times

### **VOR Research & Public Awareness**

Tennessee Department of Health and TN Commission on Aging and Disabilities have restricted all LTC Ombudsmen from entering facilities.

Our well trained VORs are already familiar with

- Establishing a local Timeline or Chronology of COVID-19
- Assessing media and government releases for changes in policies affecting residents
- Identifying complaints and issues as they become trends in LTC facilities – to be shared with residents, families, and others in the community

### **PPE and other Activities**

Masks and other Personal Protective Equipment are in very high demand. Even if used to cover one's face in public, the idea of virtually coming together to create masks can have a wonderful dual purpose.

- 1) It increases awareness of the importance of protecting your health during this pandemic.
- 2) It brings people together, in a virtual way, to decrease isolation, and to draw attention to caring for others who are at greater risk.



# *Thank You*

Zev Samuels  
District Long Term Care Ombudsman  
[zsamuels@mifa.org](mailto:zsamuels@mifa.org)  
(901) 529-4565

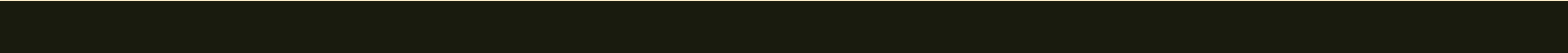




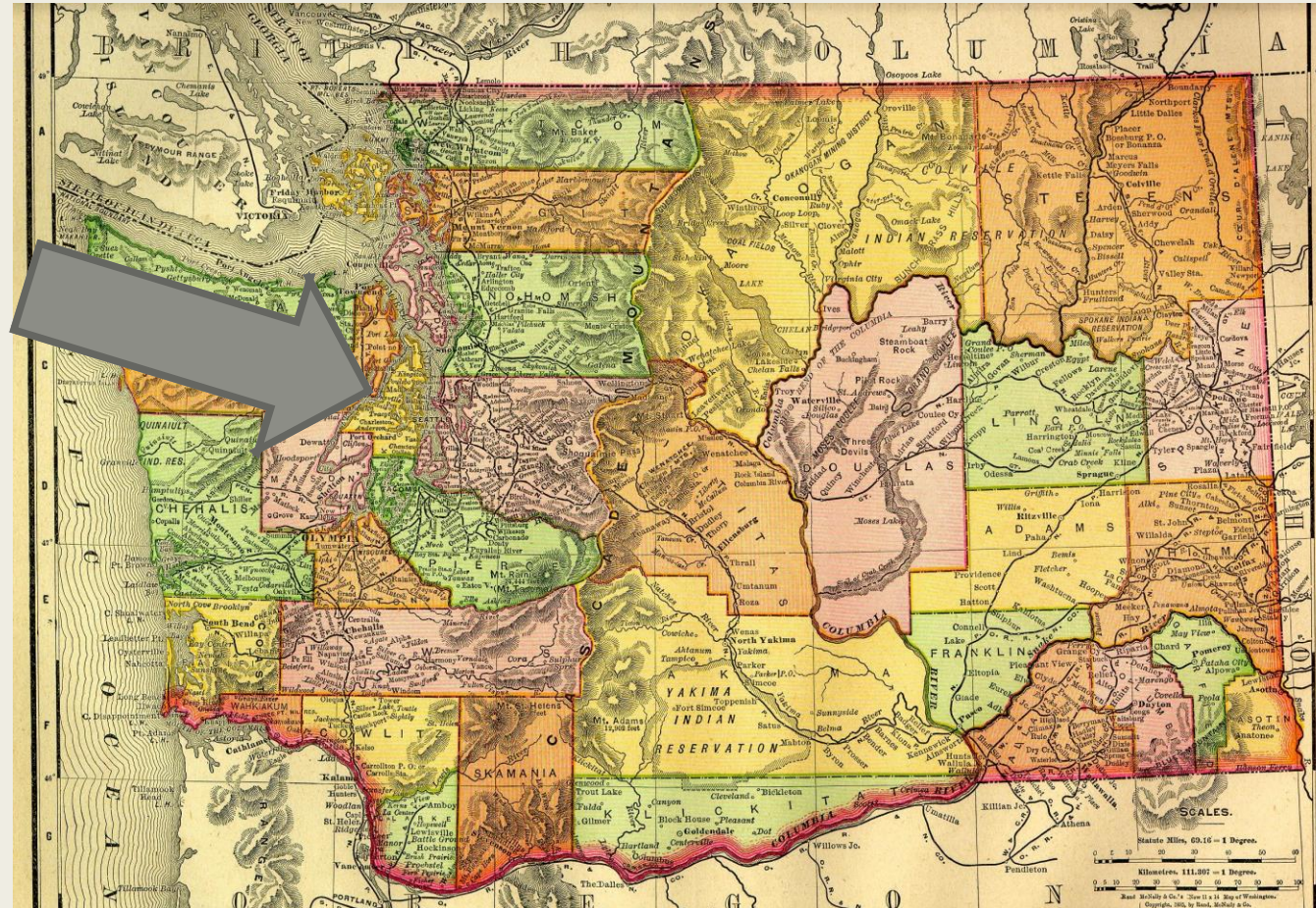
# RETAINING VOLUNTEERS



NORC Volunteer Management Webinar, April 22<sup>nd</sup>, 2020

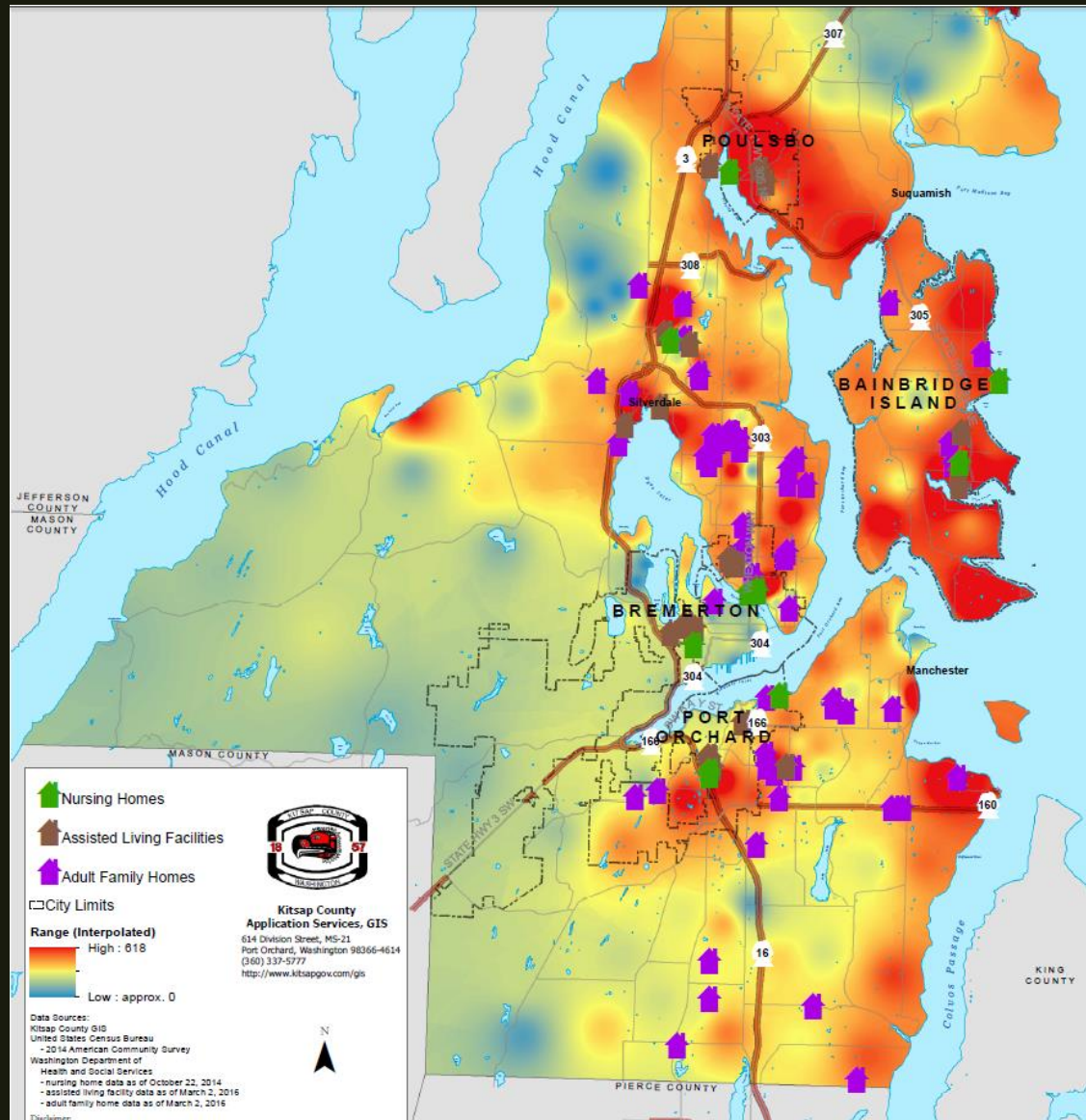


# Kitsap County, Washington



# A little bite about us...

- [Area](#): 566 mi<sup>2</sup> of which 395 square miles is land and 171 square miles (30%) is water. Kitsap county has over 250 miles of saltwater shoreline.
- [Population](#): 271,473 (2019)
- The [United States Navy](#) is the largest employer in the county, with installations at [Puget Sound Naval Shipyard](#), [Naval Undersea Warfare Center Keyport](#), and [Naval Base Kitsap](#)



# HEAT MAP OF POPULATION OVER AGE 65 AND LTC FACILITIES



WE AVERAGE ABOUT 18 VOLUNTEERS TO ADVOCATE FOR 2,700  
LTC RESIDENTS



VALERIE HAS BEEN  
A VOLUNTEER LTC  
OMBUDSMAN  
SINCE **1994!**

OUR  
VOLUNTEERS  
LIKE THEIR  
PLAQUES!



2010

2011

2019



AND DATE STAMPS.....



# OUR ANNUAL VOLUNTEER RECOGNITION LUNCHEON

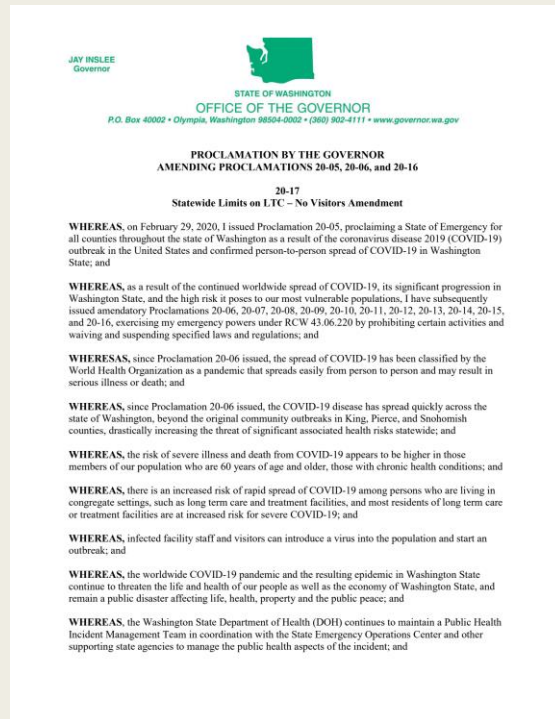


FOOD AND FLOWERS  
EVERY AUGUST.



CHRISTMAS PARTIES AND  
REMEMBERING THOSE WE HAVE LOST

# Governor's Proclamation March 10, 2020



Some resident's rights statutory and regulatory provision were waived and suspended until midnight on May 4th, 2020:

Visitation, Access to Representatives, Community Interaction, Resident and Family Council, Refusal to preform services for the facility, and Reasonable Accommodation

A trained Volunteer is an asset worth keeping.





zoom

STAY  
CONNECTED!

# Keeping connected

Area Agency on Aging

Healthcare Readiness Taskforce - COVID-19 Response

Northwest Healthcare Response Network

Complete Count Census Committee

County/Community Resources

**Dana Gargus**  
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Long Term Care Ombudsman  
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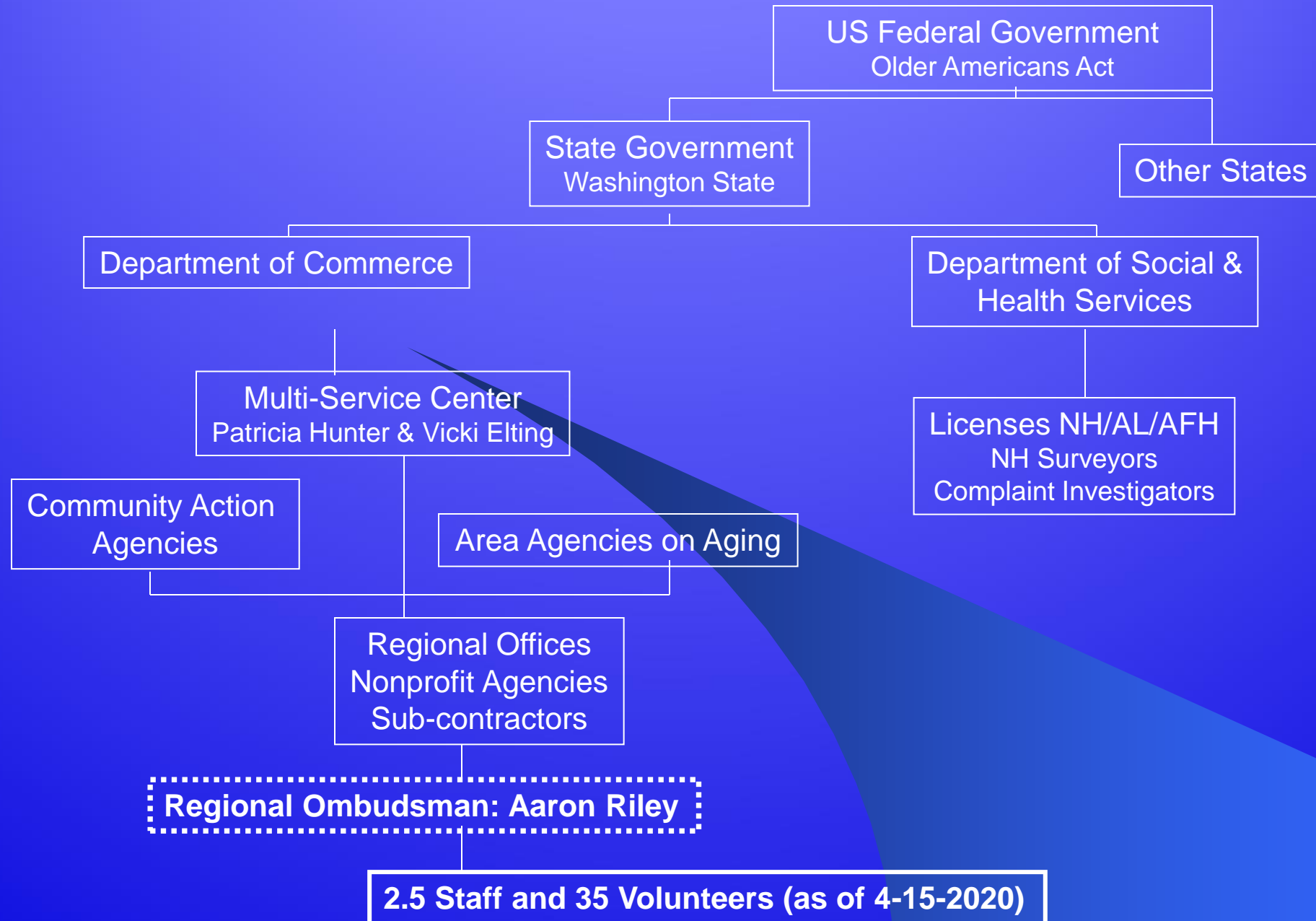
# Eastern Washington LTCOP Retaining Volunteers

NORC Volunteer Management Webinar, April 22, 2020

Presented by:  
Aaron M. Riley  
Regional LTC Ombudsman



# WASHINGTON STATE LTCOP ORGANIZATIONAL CHART



# Washington State LTC Ombudsman Regions



Counties Covered

|  |   |
|--|---|
|  | King  |
|  | Benton, Franklin, Tri-Cities, Asotin, Columbia, Garfield, & Walla Walla |
|  | Kitsap  |
|  | Adams, Chelan, Douglas, Grant, Lincoln & Okanogan                       |
|  | Clallam & Jefferson   |
|  | Ferry, Pend, Oreille, Spokane, Stevens, Whitman                         |
|  | Kittitas, Yakima  |
|  | Pierce  |
|  | Grays Harbor, & Pacific   |
|  | Lewis, Mason & Thurston   |
|  | Snohomish   |
|  | Skagit, Whatcom, San Juan & Island                                      |
|  | Clark, Klickitat, Cowlitz, Wahkiakum & Skamania                         |

# Retaining Volunteers

Overview of the EWLTCOP:

- Currently we have 35 active volunteers in 4 counties  
(No volunteer in Pend Oreille County at this time.)
- Four of the five counties are primarily rural
- Our region has 292 long-term care facilities with  
over 7,000 beds/residents



## Number of Facilities & Beds in Service Area\*

24 Nursing Homes (2,353 beds)

83% covered by an Ombudsman

63 Assisted Living Facilities (3,739 beds)

55% covered by an Ombudsman

207 Adult Family Homes (1,159 beds)

21% covered by an Ombudsman

2 Enhanced Services Facilities (24 beds)

50% covered by an Ombudsman

Totals: **296** facilities (**7,275** beds)

\*As of 4-15-2020



# Retaining Volunteers

Our Program's Retention Mantra:

- Retention Starts with Recruitment
- Volunteers Stay Where They Feel Appreciated
- Volunteer Appreciation is Volunteer Retention
- Volunteers' Contributions Must Be Meaningful





## Eastern Washington LTC Ombudsman Program

3102 W. Ft. George Wright Drive | Spokane, WA 99224

Local (509) 456-7133 | Toll-free: (800) 660-7133

*"Ensuring the Dignity, Rights and Well-Being of Individuals in Long Term Care Today and Tomorrow"*

### LTC Ombudsman Program Volunteer Commitment

I, \_\_\_\_\_, am willing to **commit** at least **four hours per**  
(print name)

**week** to Long Term Care Ombudsman Program for **one year**, and will follow through on complaint issues until resolved.

I am willing to work with the Regional Ombudsman or Ombudsman Staff by accepting supervision/technical assistance, complete the 32 hour certification training, and attend mandatory monthly in-service meetings in order to maintain my certification in compliance with the State Ombudsman's Program Guidelines. \_\_\_\_\_ (Initials)

I commit to submitting monthly Activity Reports to the Long Term Care Ombudsman Office no later than the 5<sup>th</sup> day of the following month. \_\_\_\_\_ (Initials)

As a resident directed volunteer, I agree to advocate for the interests of the resident, document my findings, report incidents to the Regional Ombudsman or Ombudsman Staff in a timely manner, and I **commit** to following the guidelines set forth by the Long Term Care Ombudsman Program regarding confidentiality. \_\_\_\_\_ (Initials)

Upon resignation, I commit to returning my State issued Long Term Care Ombudsman Identification Badge to the Regional Office within 10 days in compliance with the State Ombudsman's Program Guidelines. \_\_\_\_\_ (Initials)

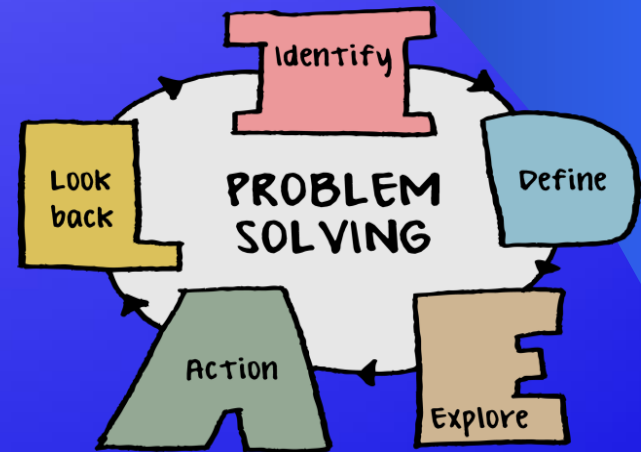
Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Regional Ombudsman Signature \_\_\_\_\_ Date \_\_\_\_\_

# Retaining Volunteers

- Benefits of Being A LTC Ombudsman

- Free certification training
- Prevent abuse, neglect & exploitation
- Mileage reimbursement
- Continuing education
- You meet new and interesting people
- Helping our most vulnerable neighbors
- Increased knowledge of community resources
- Annual volunteer appreciation and recognition



# Retaining Volunteers

## Volunteer Appreciation

- We host a volunteer appreciation event in April during volunteer appreciation month

|                 | First | Second          | Third                    |
|-----------------|-------|-----------------|--------------------------|
| Total Hours     |       |                 |                          |
| Total Visits    |       |                 |                          |
| Of The Year     |       |                 |                          |
| 20 Year         |       | Jacket          |                          |
| 15 Year         |       | Wood pen & case |                          |
| 10 Year         |       | Plaque          |                          |
| 8 Year          |       | 8 year Pin      | Heart & Hands Pin        |
| 5 Year          | 3     | 5 year Pin      | Spirit of Excellence Pin |
| 3 Year          | 3     | 3 Year Pin      | Radiant Appreciation Pin |
| One year        | 7     | 1 year Pin      | Puzzle Piece Pin         |
| In Appreciation |       |                 |                          |



| First            | Certification Date | Service Years     |    |
|------------------|--------------------|-------------------|----|
| Joel             | 9/20/2016          | 3 yrs 8 months    | 4  |
| Carolyn          | 6/9/2017           | 2 yr 10 months    | 3  |
| Bonnie           | 11/5/2015          | 4 yrs 5 months    | 4  |
| Sharon           | 5/1/2009           | 11 years          | 11 |
| Janie            | 10/17/2018         | 1 yr 6 months     | 2  |
| Pearl            | 10/11/2019         | 7 months          | 0  |
| Gretchen         | 9/19/2014          | 5 yrs 7 months    | 6  |
| Sari             | 10/11/2019         | 7 months          | 0  |
| John             | 10/11/2019         | 7 months          | 0  |
| Sara             | 2/7/2019           | 1 yr 2 months     | 1  |
| Judy             | 4/29/2015          | 5 yrs             | 5  |
| Bruce            | 10/17/2018         | 1 yr 6 months     | 2  |
| Linda            | 9/1/2004           | 15 yrs 7 months   | 16 |
| Theresa          | 9/20/2013          | 6 yrs 7 months    | 7  |
| Jacquie          | 10/17/2018         | 1 yr 6 months     | 2  |
| Cathy            | 8/16/2017          | 2 year 8 months   | 3  |
| Barb             | 9/20/2016          | 3 yrs 7 months    | 4  |
| Una              | 10/11/2019         | 7 months          | 0  |
| Edith            | 9/1/2004           | 15 yrs 7 months   | 16 |
| Gary             | 10/17/2018         | 1 yr 6 months     | 2  |
| Sharon           | 9/1/2006           | 13 yrs 7 months   | 14 |
| Michal           | 9/20/2013          | 6 yrs 7 months    | 7  |
| Joanne           | 8/10/2018          | 1 yr 8 months     | 2  |
| Jean             | 5/31/2019          | 1 yr              | 1  |
| Lolita           | 4/29/2015          | 5 yrs             | 5  |
| Noreen           | 11/28/2017         | 2 year 5 months   | 2  |
| Mark             | 4/29/2015          | 5 yrs             | 5  |
| Gary             | 10/17/2018         | 1 yr 7 months     | 2  |
| Total Experience |                    | 117 yrs 10 months |    |

# Retaining Volunteers

## Volunteer Appreciation (cont.)

- We host an annual holiday party, pot luck and “white elephant gift exchange



# Retaining Volunteers

## Volunteer Appreciation (cont.)

- We acknowledge volunteers' birthdays at our monthly in-service meetings
- Sick volunteers are mailed a get-well card
- Often we say:

Good Job!

Thank-You!

Please!

Good Idea!



# Retaining Volunteers

- COVID-19 Considerations:
- Communicate To Keep Volunteers Engaged
- Share “success/feel good” Ombuds Stories
- Encourage Creativity In Communicating with Residents
- Promote Use of Webinars and Other Online Learning Opportunities
- [Matthew McConaughey hosts virtual bingo for seniors](#)

We survived another week of COVID-19!! Adapting to our “new normal” can be challenging; so, we have put together some virtual visiting ideas, tools and tips to help you with adapting to our “new normal.”

- One of our volunteer Ombuds (Sari) shared that two of her facilities are using technology to assist residents in contacting her. These two facilities have access to an iPad. The volunteer Ombuds gave her number to the Administrator, head of day and night nursing and the Activities Director so they can call her using FaceTime. The staff hand the iPad to the resident so that the volunteer Ombuds can have virtual face-to-face contact. The volunteer Ombuds felt this was incredibly helpful as an Ombudsman.
- Another one of our volunteer Ombuds (Michal) called me to obtain my guidance regarding calling her facility to ask them about what are they doing to combat isolation, loneliness and depression since residents are not being allowed to have visitors and activities may have been suspended?

I told the volunteer Ombuds that her question is a great question and that she should call her facility and ask the facility administrator that question. As we talked more, I encouraged the volunteer Ombuds to also ask the facility a few other questions:

- ✓ Are they looking at creative ways in which they can offer activities or use technology to engage residents?
- ✓ Could they conduct activities in small groups and use social distancing to protect residents by keeping them six feet or more apart while providing meaningful and fun activities for the residents?
- ✓ Have they considered purchasing additional Wii gaming systems or tablets that residents can check out and use to play Wii games on their TV in their rooms or play games on a tablet in their rooms?
- ✓ Does the facility have a Hulu, Netflix, Sling TV or Amazon Prime account that it can extend/expand the use to residents whereas residents can then access a large library of free streaming movies and free streaming TV shows?

Here are some other virtual tools that can be suggested to facilities or shared with residents:

- Online Board Games - <https://lifehacker.com/you-can-play-these-games-online-with-friends-1842347093>
- Having presentations, performances, demonstrations, yoga lessons, cooking losses etc. Using Facebook Live, YouTube or Zoom, or some other online meeting platform.
- Online art clubs – <https://mymodernmet.com/coronavirus-quarantine-art-club/> - Participants make art based on a daily prompt or theme, and then share their work online (usually on Instagram). This would encourage participants to process what they're experiencing through art, and also gives them the opportunity to have discussions with others in the club.
- Create a collaborative story - <http://hackededucation.com/2011/03/25/exquisite-corpse-2-0-4-apps-for-collaborative-story-writing>.
- Take a free online course together to gain skills and knowledge – [www.coursera.org](http://www.coursera.org); [www.lynda.com](http://www.lynda.com); [www.udemy.com](http://www.udemy.com); or [www.edx.org](http://www.edx.org).

Lastly, don't forget that your self-care is important. This week I downloaded an app called Calm to my smart phone. It is a meditation and relaxation aid. Calm, named the 2017 iPhone app of the year by Apple itself promises to help users sleep better, boost confidence, and reduce stress and anxiety, all with the help of guided meditations, soothing music and bedtime stories. Calm can be found in the App store for iPhone users or the Google Play store for android users.

Keep making those calls to your facilities and residents and keep sharing those creative ideas that you, facilities, families and residents are coming up with to stay connected!!

Have a great weekend and I will be in touch with everyone again next week! Same “Bat” Time! Same “Bat” Channel!  
Aaron



# Contact Information

Personal Email: [riley@snapwa.org](mailto:riley@snapwa.org)

Program Email: [ltcop@snapwa.org](mailto:ltcop@snapwa.org)

Website address:

<https://www.snapwa.org/services-we-provide/i-am-a-senior/ombudsman/>



# Why People Quit

Number 5: Lack of communication

Number 4: Lack of professionalism

Number 3: The feeling that the volunteer is not really making a difference

Number 2: No feedback from leadership about how the volunteer is doing

**And the Number 1 reason: The volunteer leader who doesn't know how to lead**



# Why People Quit

**The organization did not provide clear communications and expectations to the volunteer regarding:**

- A. Role
- B. Responsibilities
- C. Boundaries
- D. Expectations

**They felt alone and isolated.**

**They did not experience what they thought they would experience.**

**They did not receive the on-going training they needed.**

**They were burnt out.**

<http://christopherscottblog.com/reasons-volunteer-quit/>

# What Can We Learn from Volunteers Who Quit? And, Why Is This Important?

How to improve:

- Recruitment process

- Communication

- Training

May keep people volunteering

May help volunteer become a better advocate



# Interventions

## Poll volunteers with a satisfaction survey

- What problems or frustrations have you had in your LTCOP work?
- What topics for continuing education do you feel would be helpful?
- When you need help, how does the state or local ombudsman program staff respond?
- How helpful are monthly (or quarterly) meetings?
- What would you change about monthly (or quarterly) meetings?
- Which LTCOP representative role (advocate, complaint investigator, or educator) do you find the most challenging? Why?
- What are some of the barriers that prevent you from accomplishing the goals of the LTCOP?
- During monthly (or quarterly) meetings, you are asked to share your experiences. How does this help or not help? Why?
- What else can be done to provide you with support in your work with this program?

# Interventions

## Use Program Data to Improve Reporting Rate and Volunteer Retention

- Volunteer Ombudsmen may be discouraged by the amount of reporting
  - Give them the “Big Picture.”
  - Share the Data and Cases with Successful Outcomes.
  - Explain their Impact.
  - Individual Cases to Systems Advocacy.
  - Encourage Them to Share.
  - Reward Timely, Accurate Reports.

# Retention

Is an outcome, not a task

Retention is the end result of a well-organized, welcoming, and meaningful volunteer assignment



# What Makes Volunteers Happy

- Volunteers want you to be prepared for them.
- Volunteers want to feel welcomed.
- Volunteers want good training.
- Volunteers want to do interesting work.
- Volunteers want to know up front how much time the job will take.

- Volunteers want to be appreciated.
- Volunteers want you to communicate with them well and often.
- Volunteers want to know that they are helping to make the world a better place.
- Volunteers want to be socially connected.
- Volunteers want to learn something new.

# Communication



# Poll #3

- Does your program use Zoom, Go To Meeting, Skype, etc. to meet with volunteers face to face?
  - State Level: Yes
  - State Level: No
  - Local/regional Level: Yes
  - Local/regional Level: No

# RESOURCES

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The following resources (and more) are available on the NORC Volunteer Management Page [http://ltcombudsman.org/omb\\_support/volunteer](http://ltcombudsman.org/omb_support/volunteer)

- NORC Ombudsman Compendium: Recruitment, Training, Retention <http://ltcombudsman.org/library/ombudsman-compendium>
- Long Term Care Volunteer Ombudsman Program Exit Interview Questionnaire <http://ltcombudsman.org/uploads/files/support/Exit-Interview-Questionnaire-NY.pdf>
- Long-Term Care Ombudsman Volunteer Exit Interview <http://ltcombudsman.org/uploads/files/support/HI-Vol-Exit-Interview.pdf>
- Ombudsman Volunteer Program Exit Interview <http://ltcombudsman.org/uploads/files/support/UT-exit-interview.pdf>
- Volunteer Advocate Program Survey for Resigned Volunteers <http://ltcombudsman.org/uploads/files/support/MN-Vol-Adv-Survey.pdf>
- Ombudsman Volunteer Survey <http://ltcombudsman.org/uploads/files/support/Volunteer-Survey-MO.pdf>

Join the LTCOP Volunteer Management listserv to share challenges and successes with your peers from across the country, contact [cscott@theconsumervoice.org](mailto:cscott@theconsumervoice.org)

# Communication Tips and More...

[http://ltcombudsman.org/omb\\_support/volunteer/calls-webinars](http://ltcombudsman.org/omb_support/volunteer/calls-webinars)

- **LTCOP Volunteer Management: Model Materials and Sharing Best Practices**
- **Effective Training, Oversight, and Communication: Key Practices to Support Volunteer LTCO and Minimize Risk**
- **Supporting Volunteer LTC Ombudsmen and Minimizing Risk**
- **Modernizing Your Program to Attract and Retain Today's Volunteer**



NORC Conference  
Calls/Webinars

NORC Notes

National Ombudsman  
Reporting System -  
(NORS)

Program Management

Program Promotion

Systems Advocacy

Technical Assistance FAQs

Training

**Volunteer Management**

► **Getting Started**

## Volunteer Management

Volunteers are the backbone of many Long-term Care Ombudsman Programs. With the help of volunteers, the Ombudsman program can have a regular presence in facilities and stay in touch with residents. Included are resources on recruitment, training, retention, and recognition of volunteers; materials from webinars hosted by the NORC; and volunteer management examples from Ombudsman programs around the country.

- **Getting Started**
- **Program Management**
- **Volunteer Training**
- **Volunteer Recognition and Retention**
- **Volunteer Management Conference Calls/Webinars**

### Join our LTCO Volunteer Management Network Listserv!

NORC has created a free, private listserv for Ombudsman programs that manage volunteers. The purpose of this listserv is to promote discussion among your peers and share challenges and successes regarding Ombudsman program volunteer management. NORC staff will respond to questions and highlight resources, as appropriate. The group is only open to Ombudsman

<http://ltcombudsman.org/>


*Click Support*


*Click Volunteer Management*

[http://ltcombudsman.org/omb\\_support/volunteer](http://ltcombudsman.org/omb_support/volunteer)

- **Resources**

- *NORC Notes* – monthly reminder of available resources and tips for using them
  - Archived issues - [http://ltcombudsman.org/omb\\_support/norc-notes](http://ltcombudsman.org/omb_support/norc-notes)
- *Ombudsman Outlook* – quarterly e-newsletter
  - Archived issues - <http://ltcombudsman.org/library/ombudsman-outlook>


**The National Long-Term Care Ombudsman Resource Center**




# NORC Notes

*A monthly reminder of available resources and tips for using them.*


May 1, 2018

## Engaged at Every Age: Resources for Consumers


An important element in quality care is the ongoing process of engaging consumers in the decisions made regarding their care and life. To give good care, staff must assess each resident and plan care to support each person's life-long patterns, current interests, strengths, and needs. Resident and family involvement in care planning gives staff information they need to make sure residents get good care and the care they deserve. Below are resources and information about engaging consumers in their care.




### Resources for Ombudsman Share with Consumers




**Fact sheet: Nursing Home What?**  
This fact sheet was developed about residents' rights and can also be used in training for members of resident and community education. Read more [here](#).



**Long-Term Care Ombudsman**  
This resource walks readers through the program is, what the Ombudsman information on residents' [here](#).



# Ombudsman Outlook: News, Resources, and Tips

Brought to you by:  **The National Long-Term Care Ombudsman Resource Center**

Friday, March 30, 2018  
Volume 4, Issue 3

## CMS Quality and Certification Oversight Reports Website: Publicly Available Enforcement Database


In August 2017, the Centers for Medicare & Medicaid Services (CMS) launched a [new website](#) called the Quality and Certification Oversight Reports (QCOR) to replace the Survey and Certification Providing Data Quickly (S&C PDQ) system. The previous S&C PDQ system required a username and password to access the enforcement information, but the new QCOR website does not require log-in information and is readily available to all long-term care stakeholders and the public. Per the [CMS S&C memo](#), the new website is part of a CMS initiative "focused on increased transparency and access to data, to providers, suppliers, and stakeholders."


The new QCOR website provides the results of CMS survey and certification activity over the last 10 years. The QCOR website can be accessed at <https://qcor.cms.gov>.

The site includes information on all CMS providers and suppliers, such as home health agencies, hospices, intermediate care facilities for individuals with intellectual disabilities (ICF/IID), and nursing homes. There are multiple reports available regarding enforcement of nursing homes, including survey reports, deficiency reports, enforcement reports, and abuse reports. A few examples of the type of information available in these reports are below.

### In This Issue

- [CMS Quality and Certification Oversight Reports Website](#)
- [New and Updated Resources](#)
- [News from the Network](#)
- [JA Hot Topic: Systems Advocacy](#)
- [NORC Corner](#)
- [LTCO Volunteer Management](#)
- [Quick Tips! NORC is on Facebook and Twitter!](#)

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# Website and Resources

Please share your success stories, challenges, state and local newsletters, materials, and resources

Looking for something?

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**QUESTIONS?**

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The National LTC Ombudsman Resource Center



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