

# Annual Alamo and Bexar AAA

## Volunteer Ombudsman Program Evaluation 2015

As a Volunteer Ombudsman, you are an essential component to the success of the Ombudsman Program. Your responses to the following questions will help us to make our program more effective. Please be as complete and honest as you can. All of the information collected will be kept strictly confidential.

Name \_\_\_\_\_ Date \_\_\_\_\_

**1) What do you find most rewarding about your Ombudsman work? (Check all that apply)**

- Case Resolution  Interacting with Facility Staff
- Interacting with Residents  Interacting with Program Staff and Volunteers
- Interacting with Families of Residents  Inservices on Long-term Care
- Reporting Monthly Activities  Interacting with Resident/Family Councils

Other (Please Specify) \_\_\_\_\_

**2) What do you find least rewarding about your Ombudsman work? (Check all that apply)**

- Case Resolution  Interaction with Facility Staff
- Interacting with Residents  Interacting with Program Staff and Volunteers
- Interacting with Families of Residents  Inservices on Long-term Care
- Reporting Monthly Activities  Interacting with Resident/Family Councils

Other (Please Specify) \_\_\_\_\_

**3) To what extent do you, as a volunteer, believe you are effective at the facility you serve:**

With the Residents? (Circle one) Not Effective Somewhat Effective Very Effective

With Family Members? (Circle one) Not Effective Somewhat Effective Very Effective

With Staff and Administration? (Circle one) Not Effective Somewhat Effective Very Effective

If Not Effective, Please explain

\_\_\_\_\_

**4) What do you believe to be the most difficult part of your Ombudsman duties?**

\_\_\_\_\_

5) Do you receive the support from the Ombudsman program/staff to do your work effectively?

No

Somewhat

Yes

What additional support is needed? \_\_\_\_\_

6) Does the information you receive in training provide you with the knowledge and skills to do your work as an Ombudsman?

No

Somewhat

Yes

Please explain: \_\_\_\_\_

7) What was the most interesting training you attended this year? What was the least interesting training you attended this year?

Most \_\_\_\_\_

Least \_\_\_\_\_

8) Would you like to be an Ombudsman Volunteer Mentor?

Yes

No

9) In order to best assist you in your role as Ombudsman, please recommend types of training which would be most helpful:

10) Overall, how would you rate your Ombudsman experience?

Not Satisfied

Satisfied

Very Satisfied

11) Would you recommend becoming an Ombudsman Volunteer to others?

Yes

No (if no, please explain): \_\_\_\_\_

12) Please offer any other thoughts or suggestions you may have regarding improving the effectiveness of the Ombudsman Program.