



**Ombudsman Advocacy and Culture Change:
Achieving Resident-Directed Care in Daily Advocacy**
January 10, 2012

We will discuss possible resolution strategies for these two cases during the webinar, so please review them and identify some resolution approaches prior to the webinar.

Instructions: Based on the information given for each case determine how you would use culture change practices and/or principles to advocate on behalf of each resident in order to resolve the case to the resident's satisfaction.

CASE 1

During a routine visit to Stoneybrook Nursing and Rehab several residents tell you that the food is often cold. You speak with other residents who are also dissatisfied with the food temperatures and would like more than one alternative meal choice. Due to the number of complaints about food, you visit with the Resident Council President, Ms. Jackson. Ms. Jackson says that complaints regarding the food temperature, lack of choice and small servings have been reoccurring complaints in the last few months. Ms. Jackson said the Administrator promises to address their complaints, but it is only better for a week or so and then goes back to normal.

CASE 2

Ms. Young is a 42-year old resident with multiple sclerosis living in Baywater Nursing Home. Prior to needing 24-hour nursing care and moving into Baywater, Ms. Young worked as Physician's Assistant. The Administrator, Mr. Brooks, calls you to discuss a pending discharge notice for Ms. Young. Mr. Brooks claims Ms. Young is violating the right to privacy of other residents by getting involved in their complaints. Mr. Brooks claims Ms. Young often tells the staff that she is more knowledgeable than they are and they should stop making mistakes. He states that the nursing staff feels threatened by her and do not want to assist her or provide care. Mr. Brooks also says Ms. Young is particularly close to a nurse on staff. Occasionally Ms. Young complains openly about how Mr. Brooks manages the nursing home and treats his staff. Mr. Brooks says he and his staff have spoken with Ms. Young about getting involved in other residents' complaints, about her relationship with the staff and about her personal complaints, but they cannot meet her needs and have to issue a discharge notice.