



The National Long-Term Care Ombudsman Resource Center

RESOURCE LIST: Culture Change August 2012

RESIDENT-DIRECTED CARE

To access this information, [click here](#).

Fact sheets, a conference call available for purchase titled “10 No-Cost Ideas to Advance Your Culture Change Journey by Involving Residents and Families,” the 10 No-Cost Ideas tip sheet and links to other resources regarding resident-directed care are available on The National Consumer Voice for Quality Long-Term Care (Consumer Voice) website.

RESIDENTS’ RIGHTS WEEK 2010: DEFINING DINING...IT’S ABOUT ME

To access this information, [click here](#).

The theme for the 2010 Residents’ Rights Week was “Defining Dining...It’s About Me” and several training and resource materials are available to discuss residents’ rights and their dining experience. Available resources include sample training materials (Defining Dining...It’s About Me PowerPoint and presentation guide, Food and Dining- Ideas for Change) and activity ideas to call attention to the residents’ dining experience.

ROLE OF LONG-TERM CARE OMBUDSMEN IN CULTURE CHANGE

The Role of the LTC Ombudsman in Culture Change: Promoting Resident Directed Care in Nursing Homes and Assisted Living (2007)

To access this resource, [click here](#).

This resource brief is designed to generate ideas about how long-term care ombudsmen can promote systemic, resident-directed care practices in facilities. Included are examples of state and local ombudsman program involvement in promoting culture change practices, offers tips for ombudsman advocacy, discusses the role of the ombudsman and lists salient resources.

Ombudsman Advocacy and Culture Change: Achieving Resident-Directed Care in Daily Advocacy (2012)

To access this webinar, audio and materials, [click here](#).

As advocates for residents, ombudsmen have long promoted individualized, resident-directed care. This webinar demonstrates how long-term care ombudsmen can promote culture change practices at both the individual and systemic level during daily advocacy and complaint resolution. This webinar reviews tips for ombudsman advocacy, discusses the role of the ombudsman in culture change and reviews two case studies.

Ombudsman Best Practices: Supporting Culture Change to Promote Individualized Care in Nursing Homes (2000)

To access this resource, [click here](#).

This paper presents long-term care ombudsman practices in supporting culture change in nursing homes, drawing on lessons learned by State Ombudsman Programs that have engaged in such initiatives. It includes an overview of the issues, relevant practice precedents and examples of best practice. The section “Lessons Learned” examines important considerations for state and local ombudsmen who want to begin or continue culture change efforts.

TRAINING AND OUTREACH

To access this information, [click here](#) and [here](#).

Available examples of training and outreach materials regarding culture change include in-service training PowerPoints, an ombudsman certification manual with modules about resident-directed care and systems advocacy and a public information broadcast regarding person-centered care.