

Webinar Materials, Instructions and Assignment

The webinar, LTCOP Innovative Practices: Incorporating Person-Centered Care in Ombudsman Training, Complaint Investigation and Advocacy, will cover a range of topics. To prepare for the webinar, please complete the following three activities.

1. Print the document, Webinar Scenarios for Discussion, and respond to the questions. Have it ready to refer to during the webinar.
2. In addition to the presentations, there will be a few minutes for other programs to briefly share their activities related to the topic. Be ready to share by identifying one or two bullet points in response to the following questions. We want to hear from as many states and programs as time permits.
 1. What is your program doing, why, and how – including training ombudsmen and the role of the LTCOP?
 2. How are person-centered care or culture change principles applied to daily LTCO work?
3. During the webinar, please be thinking about the following points. We expect to have time for a few people to share some ideas before the webinar concludes. These points provide a connection between the webinar content and specific application to your program and/or work.
 1. List any “new” ideas or application points from this session that you will use in your work.
 2. How will you share the information from this session with other LTCO in your program and state?

Thank you for your interest in this topic and for completing the pre-webinar assignments.