INITIAL CERTIFICATION TRAINING CURRICULUM FOR LONG-TERM CARE OMBUDSMAN PROGRAMS

Module 6: Facility Visits
WELCOME AND INTRODUCTION

Section 1
Welcome

- Your name
- Where you are from
- One thing you learned from Module 5
- What you hope to learn since the last module
Any Questions?
Today’s Agenda

Section 1: Welcome and Introduction (15 minutes)
Section 2: Ombudsman Program Advocacy (15 minutes)
Section 3: Conducting a Facility Visit (45 minutes)
Section 4: Conclusion (15 minutes)
Module 6 Learning Objectives

- The dos and don’ts of advocacy
- How to prepare for, and conduct, a facility visit
OMBUDSMAN PROGRAM

ADVOCACY

Section 2
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<th><strong>DOs</strong></th>
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<tr>
<td>Speak with the resident in a quiet, private area</td>
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<td>Communicate in a way the other person can understand</td>
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<td>Explain your role as a resident-directed advocate</td>
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<td>Be respectful, considerate, and professional</td>
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<td>Be clear and succinct</td>
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<td>Be objective</td>
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<td>Be accurate and honest</td>
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<td>Be mindful that the resident may tire easily, have a short attention span, or become confused</td>
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<td>Empower the resident to be involved</td>
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<tr>
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<tr>
<td>Explain all possible options and outcomes</td>
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<td>Be patient, persistent, and thorough when seeking answers</td>
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<td>Convey the resident’s wishes from their point of view</td>
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<td>Work with the resident, staff, and administration as appropriate to resolve problems</td>
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<td>Verify information received.</td>
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<td>Utilize as many sources of information as possible</td>
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<td>Keep accurate records as required by the LTCOP</td>
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<td>Maintain confidentiality</td>
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<td>Follow all state and federal requirements for the Ombudsman program</td>
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### DON'Ts

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<td>Provide any care or physical assistance (e.g., push their wheelchair, help them transfer, assist with eating, etc.)</td>
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<td>Give the resident anything other than program-related materials or resources (e.g., do not give food, drinks, medication, tobacco products, gifts, etc.)</td>
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<td>Treat the resident as a child (They have a lifetime of experience)</td>
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<td>Diagnose or prescribe for a resident</td>
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<td>Make promises</td>
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<td>Provide business or legal advice</td>
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<td>Voice criticism of a resident or the facility</td>
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<td>Engage in arguments</td>
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<td>Portray yourself as a surveyor or inspector</td>
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<td>Use abbreviations, acronyms, or slang</td>
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→ State-Specific Requirements for Field Observation
FACILITY VISITS

Section 3
Facility Visits

Routine Access Visit
- Regular and timely access
- Visit residents, provide information, observe
- Follow up on complaints

Complaint Visit
- In response to a complaint
- Complaint-related actions
Before Your Visit

✓ Review previous LTCOP activities
✓ Review notes
✓ Review most recent survey/licensing/certification inspections
✓ Review current cases
✓ Discuss the LTCOP’s experience with the facility
✓ Gather program brochures, business cards, posters, & consumer education information
✓ Determine how you will take notes about the visit
Program Visit Requirements
During Your Visit

- Announce your visit
- Wear your badge
- Get a listing of resident names and room numbers
- Follow program policies and procedures
- Visit residents
- Talk to visitors
- Follow up on complaints
- Check for LTCOP posters
- Document
Approach and Introductions

- Assume residents understand
- Approach from the front
- Have the resident’s attention
- Smile and use a friendly voice
- Respect personal space
- Be at eye level
• You knock on a resident’s door; how do you ask for permission to enter?

• Once you approach a resident or enter their room with permission, what is the first thing you say to start a conversation with a resident you have never met?

• How do you describe why you are visiting?

• How do you describe the program?
The Monkey Business Illusion
Daniel J. Simons
Observation

**Sight**
- Facility Environment
- Resident Appearance
- Resident Activities

**Sound**
- Noisy Environment
- Staff tone of voice
- Residents yelling out

**Smell**
- Odors

**Feel**
- Air Temperature
- Surface
Case Study: Anne Walker - Introduction
QUESTIONS?
Refer to your trainee manual for other sources of information related to topics discussed in this module.
Contact Information

- INSERT PRESENTER CONTACT INFORMATION
Get our app! Search for "LTC Ombudsman Resource Center" in the Apple Store or Google Play

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