INITIAL CERTIFICATION TRAINING CURRICULUM FOR LONG-TERM CARE OMBUDSMAN PROGRAMS

Module 6: Facility Visits
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
<table>
<thead>
<tr>
<th>DOs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak with the resident in a quiet, private area</td>
</tr>
<tr>
<td>Communicate in a way the other person can understand</td>
</tr>
<tr>
<td>Explain your role as a resident-directed advocate</td>
</tr>
<tr>
<td>Be respectful, considerate, and professional</td>
</tr>
<tr>
<td>Be clear and succinct</td>
</tr>
<tr>
<td>Be objective</td>
</tr>
<tr>
<td>Be accurate and honest</td>
</tr>
<tr>
<td>Be mindful that the resident may tire easily, have a short attention span, or become confused</td>
</tr>
<tr>
<td>Empower the resident to be involved</td>
</tr>
</tbody>
</table>
Explain all possible options and outcomes

Be patient, persistent, and thorough when seeking answers

Convey the resident’s wishes from their point of view

Work with the resident, staff, and administration as appropriate to resolve problems

Verify information received.

Utilize as many sources of information as possible

Keep accurate records as required by the LTCOP

Maintain confidentiality

Follow all state and federal requirements for the Ombudsman program
<table>
<thead>
<tr>
<th>DON’Ts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide any care or physical assistance (e.g., push their wheelchair, help them transfer, assist with eating, etc.)</td>
</tr>
<tr>
<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>
</tr>
<tr>
<td>Treat the resident as a child (They have a lifetime of experience)</td>
</tr>
<tr>
<td>Diagnose or prescribe for a resident</td>
</tr>
<tr>
<td>Make promises</td>
</tr>
<tr>
<td>Provide business or legal advice</td>
</tr>
<tr>
<td>Voice criticism of a resident or the facility</td>
</tr>
<tr>
<td>Engage in arguments</td>
</tr>
<tr>
<td>Portray yourself as a surveyor or inspector</td>
</tr>
<tr>
<td>Use abbreviations, acronyms, or slang</td>
</tr>
</tbody>
</table>
State-Specific Requirements for Field Observation
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?
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?
ADDITIONAL RESOURCES

Refer to your trainee manual for other sources of information related to topics discussed in this module.
Contact Information

• INSERT PRESENTER CONTACT INFORMATION
The National LTC Ombudsman Resource Center

Connect with us:

www.ltcombudsman.org
ombudcenter@theconsumervoice.org

@LTCombudcenter

Get our app! Search for "LTC Ombudsman Resource Center" in the Apple Store or Google Play

This project was supported, in part, by grant number 90OMRC0001-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.