One Ohio Regional Long-Term Care Ombudsman approach to the Person-Centered (PCC) Strategies Project

- Educational materials were provided in print and electronic versions to the 157 nursing facilities in our 5-county service area
  - The materials included an overview of PCC and specific information on four focus areas – dining, bathing, consistent assignment and rise/retire schedules
  - Ombudsman Associates (volunteers) also received special training on PCC and initiated informal dialogs with Resident Councils in identified facilities about PCC, the Residents’ related experience, and options for improving PCC
  - Ombudsman Specialists also provided written information in-person to their assigned facilities and conducted in-service programs on PCC for facility staff

- A half-day seminar was conducted for nursing facility staff, ombudsman specialists and associates and included:
  - Presentations by two nationally-known experts in the field, Barbara Frank and David Farrell
  - Small group activities during which staff could share challenges to implementation and explore ideas for implementation of PCC in their facilities
  - 137 staff from 42 area nursing facilities participated

- Three half-day Technical Assistance sessions were also conducted for staff from 15 nursing facilities.
  - Each facility selected three staff to participate – Administrators, DON, Activities Directors, Social Work/Admission Directors, Food Service Managers, and STNAs participated
  - Sessions were focused on the four primary areas - dining, bathing, consistent assignment, and rise/retire schedules
  - Sessions were interactive and included two short presentations (5 minutes each) by 2 person teams of Ombudsman Specialists from LTCO.
    - Actual ombudsman case scenarios were to demonstrate how resident experiences in the 4 focus areas could be either not-PCC or PCC.
    - Video showing skits
      - Scenarios reflected a range of consumer situations, including cognitive impairments, mental illness, negative family/caregiver involvement, and involvement of external organizations

- Application to rest of ombudsman work
  - “Consumer-directed” and PCC focus for all ombudsman work is emphasized
  - Provides additional opportunities for interaction between ombudsman and facility staff to improve communication and understanding