

## Webinars for LTC Ombudsman In-service Training

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Long-Term Care Ombudsman Programs have access to a range of recorded webinars for staff and volunteers. The webinar content is focused on enhancing ombudsman skills and knowledge. A broad range of topics is covered related to long-term care issues, consumer rights, ombudsman skills building, and more. Refer to the following list for a sample of webinars that can be downloaded for free. All range from 60-90 minutes in length and include supplemental materials, such as powerpoints.

### From the National Ombudsman Resource Center:

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*Recordings and Materials available at:*

<http://www.ltcombudsman.org/ombudsman-support/training/conference-calls>

[Protecting Residents from Financial Exploitation: How Ombudsmen Can Use the New CFPB Guide in Their Work](#) (July 2014)

[Advancing Excellence Overview for Ombudsmen](#) (January 2014)

[Advancing Excellence Infections Goal Overview for Ombudsmen](#) (February 2014)

[Advancing Excellence Person Centered Care Goal Overview for Ombudsmen](#) (March 2014)

[Supporting Consumers Who Transition Out of Nursing Homes](#) (May 2014)

[Involuntary Transfer/Discharge: A Growing Problem We Can Do Something About](#) (July 2013)

[Ombudsmen and Emergency Preparedness and Response](#) (May 2013)

[Working with Families: Tips for Effective Communication and Strategies for Challenging Situations](#) – (January 2013)

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[Dialogue with State Long-Term Care Ombudsmen on the Ombudsman Program and Home and Community Based Services \(HCBS\)](#) – (December 2012)

[Quality Assurance and Performance Improvement \(QAPI\) Dialogue between State Ombudsmen and CMS](#) (November 2012)

[LTCOP Innovative Practices: Incorporating Person-Centered Care in Ombudsman Training, Complaint Investigation and Advocacy](#) – (October 2012)

[Ending the Misuse of Antipsychotic Medication in Long-Term Care](#) (September 2012)

[Program Effectiveness: Self-Evaluation Tools for Long-Term Care Ombudsman Programs](#) (February 2012)

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

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[NORC LGBT Webinar](#) (October 2011)

[NORS Training Series, Part 1-4](#) (September 2011 - March 2012)

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[Synchronicity Among Local and State Ombudsmen](#) Video (2010)

[MDS 3.0 Overview](#) (2010)

[Ask Dr. Susan Wehry](#) (2010)

[Advocating for Unbefriended Elders](#) (2010)

## **From the Assisted Living Consumer Alliance**

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*Recordings and materials available at:  
[www.assistedlivingconsumers.org/category/webinars](http://www.assistedlivingconsumers.org/category/webinars)*

Plus and Minuses of Assisted Living, for Policymakers and Consumers (October 2013)

Successful Advocacy – Crafting and Delivering Your Message (June 2013)

Comfort as the New Medicine – Improving Dementia Care and Ending the Misuse of Psychotropic Drugs on People with Dementia (July 2013)

Integrating Medicare and Medicaid (October 2012)

What Could that FREE Lunch Cost You? (June 2012)

National Survey of Residential Care Facilities: Recent Findings and Plans for the Future (March 2012)

What's So Special About Special Care? Dealing with Units that Specialize in Dementia Care (November 2011)

LGBT Older Adults in Assisted Living – Issues and Advocacy (July 2011)

Community Based Characteristics and State Updates (April 2011)

Over-Medication of Dementia Residents (December 2010)

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## **From the National Senior Citizens Law Center**

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*Recordings and materials available at:*  
<http://www.nslc.org/index.php/category/events/>

Understanding Notices and Appeal Rights in Medicaid Managed Long-Term Services and Supports (July 2014)

Medicare & Medicaid Post-DOMA: Changes for Same Gender Couples? (July 2014)

Understanding and Impacting Implementation of New Medicaid Home and Community-Based Services Rules (April 2014)

Consumer Outreach in the Dual Eligible Demonstrations (April 2014)

Nursing Home Admissions Agreements: A Discussion of the Unfair Terms in the Agreements Presented to Elders on Entering a Nursing Home (April 2014)

Consumer Protection in MLTSS: Good (and Not-So-Good) Enrollment and Disenrollment Practices (March 2014)

Details Matter – Service Planning and Self-Direction in Medicaid Managed Long-Term Services and Supports (March 2014)

## **From the National Consumer Law Center**

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*Recordings and materials available at:* <http://www.nclc.org>

Supporting Consumers Who Transition Out of Nursing Homes (May 2014)

Elder Abuse, Neglect and Exploitation and Clients with Dementia (January 2014)

The Most Important Conversation: Tools and Techniques for Advance Health Care Planning (April 2013)

Advance Care Planning for People with Dementia (December 2012)

Legal Tools to Avoid Guardianship (August 2012)

Guardian Accountability and Monitoring: Where Do We Stand (December 2011)

The Role of Undue Influence in Elder Abuse (June 2011)

Nuts and Bolts on Guardianship as Last Resort: The Basics on When to File and How to Maximize Autonomy (May 2010)

National Legal Resource Center: A Guided Tour for Legal and Aging Services Networks (March 2010)

Helping Difficult Clients: Tips and Techniques for Helping Hard to Help Clients (January 2010)

Diminished Capacity: How to Recognize It and What to Do About It (May 2009)

## **From the University of Iowa School of Social Work**

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*Recordings and materials available at:* <http://clas.uiowa.edu/socialwork/nursing-home/webinars/recordings-past-webinars>

Family Conflict in the Nursing Home Setting (July 2014)

Guardianship 101: What every nursing home social worker needs to know (July 2014)

Interdisciplinary Teamwork in Nursing Homes (April 2014)

Understanding Stages of Dementia: Early Through Advanced Dementia: Roles for Social Work with Person and Family Transitions (March 2014)

Nonpharmacological Approaches to Managing Problem Behaviors (March 2014)

Ethical Decision-Making in the End-of-Life Context (February 2014)

Oral Health 101 for Nursing Home Social Workers (February 2014)

Assisting with End of Life Planning (February 2014)

Person Centered Care: What Happens When Choice Involves Risk? (January 2014)

Psychosocial Interventions that Aim to Comfort Persons with Dementia (December 2013)