Polls

• How often do you visit the NORC website?  
  (Daily, Weekly, Monthly, Annually, Never)

• How comfortable are you with navigating the NORC website?  
  (Very comfortable, Somewhat comfortable, Not comfortable at all)

• How often do you refer to a NORC resource to assist your work (e.g., webinar, Ombudsman Outlook, LTCOP Reference Guides, NORC Ombudsman Training Curriculum, etc.)?  
  (Daily, Weekly, Monthly, Annually, Never)
## Consumer Voice Website vs. NORC website

<table>
<thead>
<tr>
<th>Consumer Voice</th>
<th>NORC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Blue</strong></td>
<td><strong>Green</strong></td>
</tr>
<tr>
<td>For family members, consumers, and advocates</td>
<td>Specifically for Ombudsman programs</td>
</tr>
<tr>
<td>Advocacy regarding long-term care issues and public policy</td>
<td>Provides information, resources, and technical assistance for Ombudsman programs</td>
</tr>
</tbody>
</table>
Consumer Voice Policy Issues: https://theconsumervoice.org/issues/policy-information
Improvements to the NORC Website

• Making it clear what resources are from NORC and what resources are from LTCOPs or others (support > training)

• Reduced the number of sub-pages (support > pm)

• Archived resources that are out of date (support > pm > p&p)

• Making sure that every page of the website is in the navigation (about > about NORC)

• Added information for consumers section (issues > abuse)

• When in doubt, if you can’t find something visit the site map http://ltcombudsman.org/about/site-map
Homepage

News and Press

• Articles that quote or feature Ombudsman programs.

Resource Center Updates

• Best place to look for new or updated resources.

News and Press

• Connecticut State Ombudsman Quoted in Article on Elder Abuse
  Posted: April 4th, 2019

• Maryland Volunteer Ombudsman Recruitment Video
  Posted: April 3rd, 2019

• Rhode Island State Ombudsman Serves on Senate Task Force
  Posted: April 1st, 2019

• Texas Ombudsmen Testify in a Hearing on Improper Nursing Facility Discharges
  Posted: March 28th, 2019

• All News and Press

Resource Center Updates

• State LTC Ombudsman Program: 2019 Revised Primer for State Agencies
  Posted: April 8th, 2019

• April NORC Notes: Volunteer Management
  Posted: April 1st, 2019

• Ombudsman Outlook March 2019
  Posted: March 29th, 2019

• New Individual Conflict of Interest Screening Template
  Posted: March 19th, 2019

• Resource Library

NORC Homepage: https://ltcombudsman.org/
Toward the middle of the page if you click “Visit our map” we have a map of the country that links to a page for each state’s LTCOP contact information.

If you notice an error or if your information needs to be updated, please email me at ckoehler@theconsumervoice.org.
How to Find a Long-Term Care Ombudsman Program

Use this map to find a Long-Term Care Ombudsman Program (LTCOP), Citizen Advocacy Group (CAG), and other long-term care resources in your state or territory. The Long-Term Care Ombudsman program advocates for residents of nursing homes, assisted living facilities, board and care homes, and similar adult care homes. LTCOPs provide information about how to find a facility and what to do to get quality care and they are trained to resolve problems. If you are interested in volunteering for an LTCOP, click on your state for contact information and reach out to them to find out how you can volunteer in your community.

Citizen Advocacy Groups are concerned citizens who advocate for quality long-term care, services and supports and quality of life for residents and consumers in their locality, state or region.

Learn more about ombudsmen →

Map page: https://theconsumervoice.org/get_help
Resources in AL

State Ombudsman Program

Virginia Moore-Bell, State LTC Ombudsman
State Ombudsman Program
AL Dept. of Senior Services
201 Monroe Street, RSA Tower, Suite 350
Montgomery, AL 36104
PH: (334) 348-5783
Fax: (334) 353-2094
Website: http://www.alabamajagline.gov/

Local Ombudsman Programs

Karl Williams, Regional Ombudsman
South Alabama Regional Planning Commission
110 Beauregard Street
Mobile, AL 36603
Work: (251) 433-6541
Fax: (251) 436-0696
Area Served: Mobile, Baldwin, and Escambia counties

Alicia Howard, Ombudsman
Top of Alabama Reg Council of Government
LTC Ombudsman Program
5075 Research Drive NW
Huntsville, AL 35805
Work: (256) 830-0818
Fax: (256) 830-0823
Area Served: DeKalb, Jackson, Limestone, Madison, Marshall counties
Key NORC Resources

• Access this page by clicking the button at the bottom of the homepage.

• This page serves as a shortcut to access key NORC resources quickly.

• To access additional resources and information about the topic areas below visit the individual issue pages or specific program management main pages.

Key NORC Resources: https://ltcombudsman.org/key-norc-resources
Join Our Email List

• Fill out the form on the website by clicking this button on the homepage to receive the quarterly *Ombudsman Outlook*, monthly *NORC Notes*, training opportunities, and information from NORC!

Are you new to the Ombudsman Program? [https://ltcombudsman.org/new-ombudsman](https://ltcombudsman.org/new-ombudsman)
Learn About the Issues

Search issues alphabetically by topic

**A B C D E F G H I L M N O Q R S T V Y**

- **Abuse, Neglect, and Exploitation in Long-Term Care Facilities**
  
  Sadly, older persons are not always treated with respect nor do they always get the care they need.

- **Advance Care Planning and End of Life Care**
  
  Find resources and information related to advance care planning and end of life care.

- **Antipsychotic Drugs**
  
  Ending overmedication of nursing home residents and halting the misuse of antipsychotic drugs as chemical restraints is critical. Antipsychotic drugs, when prescribed for elderly persons with dementia, can have serious medical complications, including death, loss of independence, over-sedation, confusion and falls.

- **Bankruptcy Law and the LTCOP**
  
  The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 allows the appointment of a "Patient Care Ombudsman," which may be the State Ombudsman.

- **Culture Change**
  
  This movement promotes a person-centered model of care.

- **Dementia Care**
  
  Find resources and information about achieving quality care for people living with dementia.
Library

- Federal Laws and Regulations
  - Older Americans Act
  - Nursing Home Regulations
  - HCBS Final Regulations
  - LTCOP Final Rule

- Government Reports

- LTCOP Research

- Ombudsman Outlook
  - Archived issues

- Resource Center Updates
  - Same updates as the homepage

- Resources and Reference Documents
Support: http://ltcombudsman.org/omb_support
NORC Conference Calls and Webinars

- All webinars are archived.
- Organized by year.
- Search the landing page for the webinar you are looking for then click on the year.

http://ltcombudsman.org/omb_support/training/trainings-and-conference-calls
NORC Notes

• Monthly email reminder of resources on the NORC website and tips for how your program can use them.

• All NORC Notes are archived here and are organized by year.

http://ltcombudsman.org/omb_support/norc-notes
NORS

- Sub-pages
  - Instructions for completing the NORS form
  - Complaint Codes
  - NORS Data
  - NORS FAQs
  - NORS Training

http://ltcombudsman.org/omb_support/nors
Program Management

• Collaborating/Working with Other Agencies
  • Two Toolkits:
    • Legal Assistance Developers
    • Protection and Advocacy Agencies
  • Ethics
  • Ombudsman Program Funding
  • Ombudsman Program Structure and Management
  • Policies and Procedures
  • Program Effectiveness and Quality Assurance
  • Program Management NORC Resources

http://ltcombsudsman.org/omb_support/pm
Program Promotion

- Examples from other states:
  - Social Media
  - Videos
  - Annual Reports
  - Brochures, Posters, and Newsletters
  - Media Outreach

http://ltcombudsman.org/omb_support/promo
Program Promotion Infographic

The Long-Term Care Ombudsman Program
Ombudsman programs are resident advocates!

What does the long-term care Ombudsman Program do?
The Ombudsman program advocates for residents of nursing homes, board and care homes, assisted living facilities, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and affect change at the local, state, and national levels to improve quality of life and care.

For more information, visit itcomboudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

In the U.S.:
- There are 53 State Ombudsmen;
- 1,332 full-time-equivalent staff;
- 7,933 volunteers trained to investigate and resolve complaints.

In 2016 the Program:
- provided information regarding long-term care to 378,526 individuals;
- visited 28,473 long-term care facilities at least quarterly;
- provided information and assistance to 115,708 LTC facility managers and staff;
- attended 1,974 family council meetings;
- attended 22,205 resident council meetings;
- attended 4,702 training sessions for long-term care facility staff.

Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The program resolved or partially resolved 73% of all complaints to the satisfaction of the resident or complainant.

The three most frequent nursing facility complaints handled by ombudsmen were:
1. Improper eviction or inadequate discharge/planning;
2. Unanswered requests for assistance;
3. Lack of respect for residents, poor staff attitudes.

The three most frequent complaints in board and care, assisted living, and other residential care communities handled by ombudsmen were:
1. Improper eviction or inadequate discharge/planning;
2. Administration and organization of medications; and
3. Quality, quantity, variation, and choice of food.

The statistics in this graphic are based on FY 2016 NRIS Data. For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit itcomboudsman.org or email ombudcenter@theconsumervoice.org.
This page provides an index of long-term care Ombudsman program materials and is organized by category.

https://ltcombudsman.org/omb_support/program-examples
Technical Assistance FAQs

- Questions we receive often.
- Answer expands when you click on the question.
- Organized by topic:
  - Abuse, Neglect, and Exploitation
  - Conflict of Interest
  - Consent
  - Guardianship
  - Transfer/Discharge
  - Transfer/Discharge Notices

http://ltcombudsman.org/omb_support/ta
Training

• Training Materials Created by NORC
  • Webinars, Prezis, and handouts that can be used in trainings.
  • Organized by Topic
    • Abuse, Neglect, and Exploitation
    • Advocacy
    • Assisted Living/Board and Care Homes
    • Communication
    • Culture Change
    • Long-Term Care Ombudsman Program

For additional trainings provided by NORC via conference calls or webinars, visit [here](http://ltcombudsman.org/omb_support/training).
Training

- Training Materials Created by Ombudsman Programs
  - Programs sent these materials to us.
  - Organized by topic:
    - Abuse and Neglect
    - Advocacy
    - Assisted Living/Board and Care/Personal Care Homes
    - Care Issues
    - Communication
    - Conflict
    - Diversity Awareness
    - Long-Term Care Ombudsman Program
    - Mental Health
    - Ombudsmen in Home Care
    - Residents’ Rights

http://ltcombudsman.org/omb_support/training/materials-created-by-ombudsman-programs
Training

- We also have documents related to Ombudsman Program training.

http://ltcombudsman.org/omb_support/training/documents
Training: NORC Curriculum

- 5 Online Modules about the Ombudsman Program
  - History and Role of the Long-Term Care Ombudsman Program
  - The Aging Process
  - Residents’ Rights
  - The Problem Solving Process – Investigation
  - The Problem Solving Process – Resolution

Every State Ombudsman has links to each module to view who has taken the quiz and their answers.

http://ltcombudsman.org/omb_support/training/norc-curriculum
Volunteer Management

- Volunteers are the backbone of many Long-term Care Ombudsman Programs. With the help of volunteers, the Ombudsman program can have a regular presence in facilities and stay in touch with residents.

- These pages include resources on recruitment, training, retention, and recognition of volunteers; materials from webinars hosted by the NORC; and volunteer management examples from Ombudsman programs around the country.

http://ltcombudsman.org/omb_support/volunteer
Poll

• Considering what we just reviewed, how comfortable are you now with navigating the NORC website?
  (Very comfortable, Somewhat comfortable, Not comfortable at all)
QUESTIONS?
New Training Center!

- The site currently has courses Ombudsman programs can use for continuing education and consumer education.

- In the future this site will house a revised NORS training course and an updated NORC Curriculum course.

- New users need to create a new account and then “enroll” in a course.

- Go to www.consumervoice.mrooms.net

- Then click the login button and it will prompt you to create a new account.
Courses

- Courses are divided into Consumer Voice courses and NORC courses.
  - **Consumer Voice courses**
    - Federal regulations, policies, and advocacy strategies
  - **NORC courses**
    - Ombudsman program practices and advocacy
- Once you pick a course will “enroll” yourself and begin reading the material.
- After each course there is a quiz with short answer questions.
- There are currently six courses available but more courses will be added over time.
Courses

• **Consumer Voice Courses**
  • There are currently four Consumer Voice Courses
    • Abuse, Neglect & Exploitation - for Consumers, Family and Advocates
    • Advocacy Toolkit: How to Create and Deliver Advocacy Messages
    • Nursing Home Transitions
    • Revised Federal Nursing Home Regulations

• **NORC Courses**
  • If you are interested in continuing education click NORC Courses > Continuing Education.
  • The two continuing education courses available now are
    • Abuse, Neglect, and Exploitation
    • Volunteer Management.
Enrolling in a Course

• Once you have created an account login and click “My Courses” in the upper right hand corner.

• On the next screen, you will see blocks of courses you are enrolled in. If this is your first time using the training center then it will say “You are currently not enrolled in any courses. Courses you are enrolled in will be shown here.”
Enrolling in a Course

• On the next page you will have the option to enroll in either Consumer Voice courses or NORC courses.

• Consumer Voice courses will focus on understanding federal regulations and policies and advocacy strategies.

• NORC courses will focus on Ombudsman program practices and advocacy.
Enrolling in a Course

• Select the course and click “Enroll me” at the bottom of the screen.

• You will then be enrolled in the course, and you can navigate through the sections by reading each page and then clicking “NEXT SECTION” at the bottom of each page.
Courses

• Once you are in the course a green clock will tell you how long each section should take.

• Once you read the materials and watch the video, you can download the slides by clicking the PDF block and view additional handouts by clicking on “Read more.”
Quizzes

• Once you are finished reviewing the materials, you can click on “Review Quiz” and you will be taken to this page. Click “Attempt quiz now.”

• Once you have completed answering each question, click “Next page.”

• Click “Submit all and finish” on this page and then click “Finish review” on the next page.
Saving Your Quiz as a PDF

• Once you have completed the quiz you will be able save your responses as a PDF and then email them to whomever you would like.

• If you’re using Google Chrome, save your answers as a PDF by clicking the three dots in the upper right corner, then click Print. Click on the button “Change” under “Destination.” A dialogue box like this will appear.

• Click “Save as PDF” then “Save.”

• A box will appear asking you where you would like to save the document. Save it to your computer and then you can email your results as a PDF attachment.
Navigating Back to My Courses

• To navigate back to your courses click “My Courses” in the upper right hand corner.

• To enroll in other courses, click “Browse all courses” from this screen and follow these steps again.
QUESTIONS?
UPCOMING NORC EVENTS & PROJECTS
Revised National Ombudsman Reporting System (NORS) Training Five Part Webinar Series

• **Part III: Closing the Case – Verification, Referral, and Disposition** April 30, 2019 3:00 – 4:30 ET

• **Part IV: Activities** May 29, 2019 3:00 – 4:30 ET

Trauma Informed Care Webinar

Save the date: Monday, June 10 at 3:00pm – 4:30pm ET

• Phase 3 of the regulations goes into effect in November of this year.

• Trauma informed care (TIC) is included in that revision.

• NORC will be holding a webinar on this topic this year.
Ombudsman App

- NORC created a new app for Ombudsman program representatives to access key information while working in the field.

- We are currently testing the app and it will be ready this year.
The National Long-Term Care Ombudsman Resource Center (NORC)

www.ltcombudsman.org

Connect with us:

The National LTC Ombudsman Resource Center

@LTCombudcenter

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