The National Long-Term Care Ombudsman Resource Center

INITIAL CERTIFICATION TRAINING CURRICULUM FOR LONG-TERM CARE OMBUDSMAN PROGRAMS

Module 6: Facility Visits

January 2025

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
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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

Ombudsman Program Advocacy

Speak with the resident in a quiet, private area
Communicate in a way the other person can understand
Explain your role as a resident-directed advocate
Be respectful, considerate, and professional
Be clear and succinct
Be objective
Be accurate and honest
Be mindful that the resident may tire easily, have a short attention span, or become confused
Empower the resident to be involved

Ombudsman Program Advocacy

DOs

Explain 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

Ombudsman Program Advocacy

DON'Ts

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

Facility Visits

Section 3

→ State-Specific Requirements for Field Observation

Facility Visits

- Required to provide residents with regular and timely access to program services
- Best practice to visit facilities unannounced
  - Likely to observe a more authentic environment
  - Vary the day and time of your visits
  - Occasionally may need to announce your visit (e.g., providing staff training, attending a care plan meeting)
- Unannounced or not – primary goal is providing resident access to the program

Before Your Visit

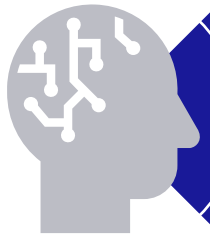
- ✓ Review previous LTCOP activities
- ✓ Review notes
- ✓ Review most recent survey/licensing/certification inspections
- ✓ Review current cases
- ✓ Discuss the LTCOP's experience with the facility
- ✓ Gather program brochures, business cards, posters, & consumer education information
- ✓ Determine how 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

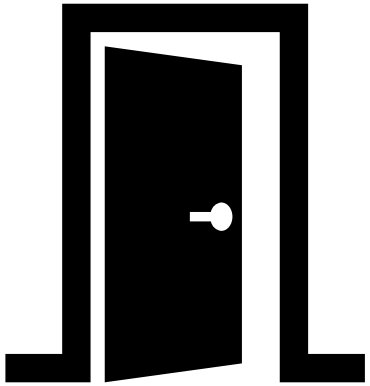
Smile and use a friendly voice

Approach from the front

Respect personal space

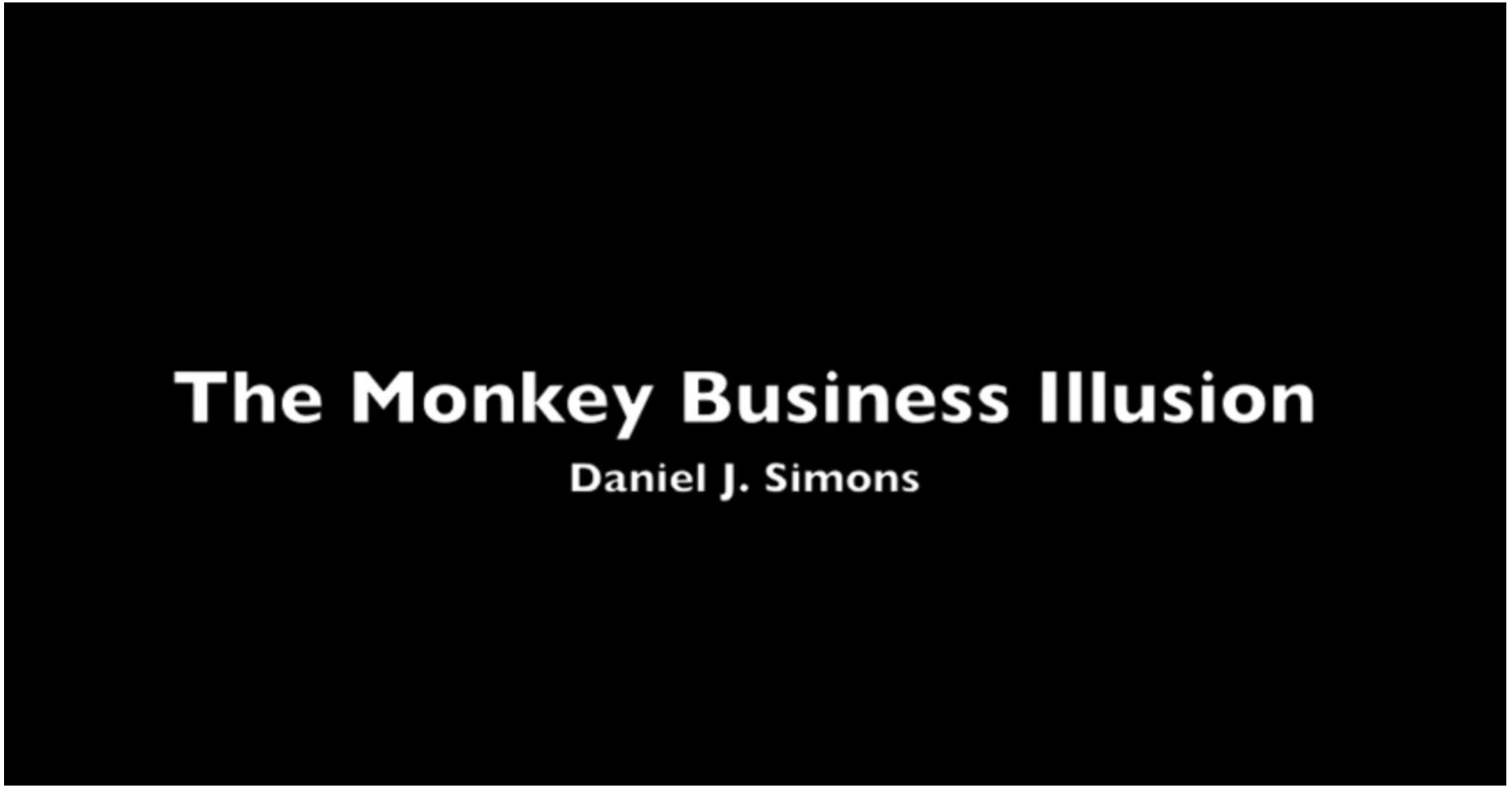
Have the resident's attention

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?

Monkey Business



Observation

Sight

- Facility Environment
- Resident Appearance
- Resident Activities

Sound

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

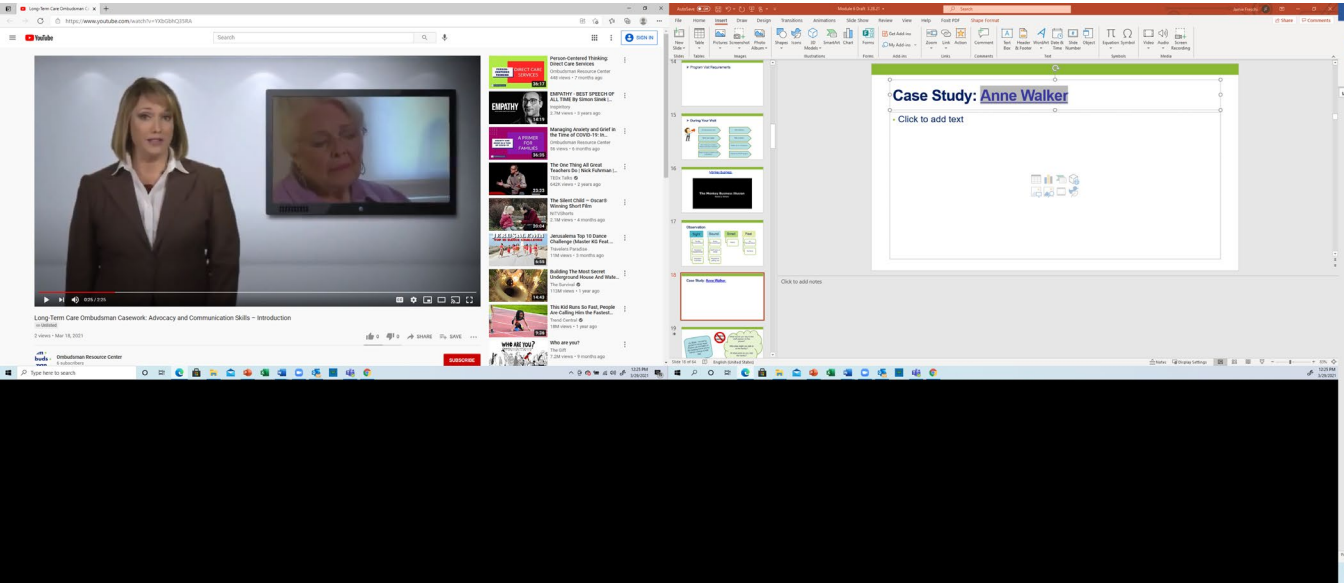
Smell

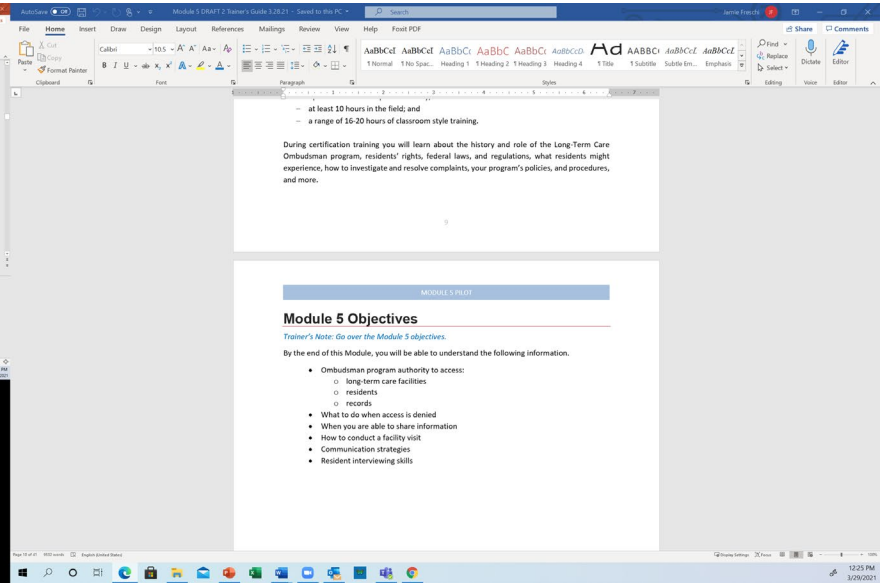
- Odors

Feel

- Air Temperature
- Surface

Case Study: Anne Walker – Introduction





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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

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The National Long-Term Care Ombudsman Resource Center

Connect with us!

- ltcombudsman.org
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