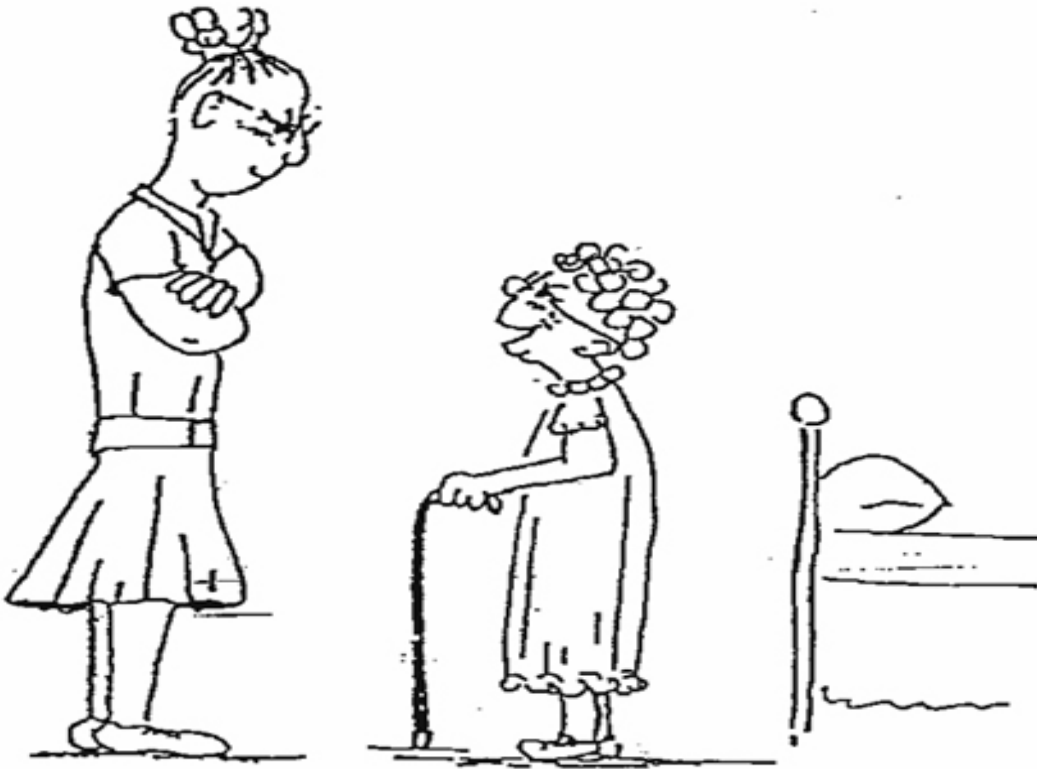


**“Wandering
Along
the Care Continuum**

Path”

- Nursing Homes?? This is a conference about HOME CARE! Your clients may need services following a nursing home stay, or may decline to the point of moving into a facility. Come learn about admission and discharge issues. We'll also talk about culture change and other “need to know” stuff.



"Honey, I've been through 2 world wars, the Great Depression, taught 3,297 children, administered 4 elementary schools and outlived every one of the pastors I worked with. I'm 89 years old and you're telling me its bedtime?"

Long-Term Care Ombudsman Program

The word ombudsman (om-budz-man) is of Swedish origin, and means one who speaks on behalf of another. The Missouri Long-Term Care (LTC) Ombudsman Program is comprised of individuals whose main responsibility is to help residents in long-term care facilities maintain or improve their quality of life by helping ensure their rights are not violated.

Roles of the Long-Term Care Ombudsman

Advocate: Act on behalf of someone else.

Facilitator: Help people formulate or simplify problems and complaints

Intermediary: Communicate residents' problems to staff, and staff's point of view and constraints to residents (and their families); in other words, promote communication among those involved in a problem.

Broker: Make referrals and monitor the referral to see that the problem is solved.

Educator: Provide learning materials and educational brochures to facility staff, families, residents and the community at large, thus encouraging self-help and problem solving.

Investigator: Gather pertinent information from many sources. It is particularly important to evaluate the facts impartially.

Problem-solver: Bring about resolutions to problems or complaints.

Observer/Recorder: Keep records of what the Ombudsman sees and does, provide important data for various in-house studies, surveys, and programs geared toward improving the quality of life for long-term care residents.

Mediator: Bring together all pertinent individuals to arrive at an agreement or a compromise.

Helping someone pick the appropriate setting

Nursing Homes

Assisted Living

Residential Care Facility

"Compare Nursing Homes in your area..."

Medicare.gov

dhss.mo.gov/safety/showmelongtermcare

Admission and discharge issues

Moving to a new home...

The admission packet and all the information can be overwhelming.

Adjusting to the new environment.

Involuntary discharge...

Written 30 day notice.

Must include the right to appeal.

Must include the place where the resident will be moved to.

State and national efforts to improve quality of life and care

5 Star Quality Rating

Advancing Excellence Campaign

Culture change

Culture Change: It's in the language

What Is CULTURE CHANGE?

"Culture change" is the common name given to the national movement for the transformation of older adult services, based on person-directed values and practices where the voices of elders and those working with them are considered and respected.

Core person-directed values are:

Choice

Dignity

Respect

Self-determination

Purposeful living

“Dignity means that in their interactions with residents, staff carry out activities that assist residents to maintain and enhance their self-esteem and self-worth.”

Encourage and assist residents to wear their own clothing rather than hospital-type gowns.

Refrain from use of bibs (also known as clothing protectors) instead of napkins (except by resident choice), refrain from standing over resident while assisting to eat, and from ignoring residents while giving care.

Respecting residents’ space, not changing radio or TV station to suit staff, knocking, keeping belongings where resident likes them.

Speaking respectfully to residents, focusing on them as individuals and addressing them as individuals and avoiding the use of labels for residents such as “feeders”

Choices over schedules include schedules of waking, eating, bathing, and going to bed at night, as well as health care schedules

Choice over health care extends to method of bathing (bath, shower, in-bed method) as well as to timing

Facility needs to assess both needs and preferences of each resident and accommodate to extent reasonable, so long as others are not endangered

Part of creating a homelike environment is emphasizing individualization, relationships, and a welcoming atmosphere that makes residents comfortable

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Thank you!

