



Oregon

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Office of the Long-Term Care Ombudsman

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CERTIFIED OMBUDSMAN TRAINING TOPICS

Day 1

1. Overview of the Long-Term Care Ombudsman Program
2. Overview of Long-Term Care Facilities
3. Characteristics of Long-Term Care Residents
4. Other Involved Agencies

Day 2

1. Residents' Rights
2. Communicating with Residents
3. Investigating Complaints
4. Problem Resolution
5. Reporting

Day 3

1. Access
2. Confidentiality
3. Resident Records and Care Planning
4. Certified Ombudsman's Role in the Survey Process

Day 4

1. Abuse
2. Restraints
3. Transfer
4. Facility Example

Day 5

1. Discuss Facility Visits
2. Long-Term Care Ombudsman Policies & Procedures
3. Review Certification Exam
4. Plan First Facility Visit

Day 6 – Facility Visit



Long-Term Care Ombudsman

Outcomes

For more information:

Phone: 800-522-2602

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This month we are highlighting some of the great results our volunteers and staff accomplished in Federal Fiscal Year: October, 2011 - September, 2012.



Volume 3, Number 1 January, 2013

By the Numbers: Highlights of Federal Fiscal Year 2011/2012

\$1.175 million = our total program budget for the year

76% = the percentage of our budget coming from the State of Oregon General Fund

24% = the percentage of our budget coming from the Federal Government

43,000 = the number of licensed beds we serve

97% of 139 Nursing Facilities visited

90% of 465 Residential Care / Assisted Living Facilities visited

60% of 1700+ Adult Foster Homes visited

200+ = the total number of volunteers across the state

13,547 = the visits to Oregon's licensed long-term care facilities (**97%** by volunteers)

85% = the percentage of complaints/concerns handled by volunteers

96% = the percentage of complaints resolved, or mostly resolved

29,000+ = the hours of documented volunteer service

\$600,000+ = the value of volunteer services contributed to the State of Oregon

For more "LTCO by the Numbers" metrics, please check out our website at <http://www.oregon.gov/LTCO>.

Outcomes is a publication of the Office of the Long-Term Care Ombudsman, an independent agency of the State of Oregon per ORS 441.100, as mandated under the federal Older Americans Act.

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Just as most “Baby Boomers” hope to age in place, so do LGBT elders. For some, fear of discrimination is a reality. Our Ombudsman Volunteers are trained to advocate for LGBT residents with the same passion and commitment we give to all long-term care residents. And our services are always free and confidential.

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Greater Portland Metro Area

A resident had a scheduled visit to his doctor and transportation was to be arranged by the facility. When the transport did not arrive, the resident's wife called the Volunteer. The Volunteer contacted the administrator immediately and alternative arrangements were made. This was much appreciated because, had the appointment been missed, it would have been several weeks before a new one could be secured.

Southern Oregon

A rehabilitation resident in a nursing facility was told she was losing her Medicare benefits because she was no longer progressing. The Volunteer discovered that significant medical information had not been sent to the insurer. The decision was reversed. Much relieved, the resident continued to recover and was discharged to her home.

Eastern Oregon

A veteran residing in a nursing facility was issued a wheelchair that was not properly fitted. After nearly falling out of the chair, a new one was requested, but “paperwork” delayed approval of the new chair. The Volunteer “rode herd” on the process and the veteran was pleased with his new appropriately sized chair.

Greater Portland Metro Area

Adult foster home residents were complaining that the home was too cold. Most spent the day in blankets and outdoor clothes to keep warm. Working with the licensor, the Volunteer convinced the home owner to keep the thermostat set to at least 68 degrees. On a return visit, the home was warm and the residents were happy.

Oregon Coast

A nursing facility resident couldn't reach the overhead light cord by her bed. She had been asking for it to be lengthened. The Volunteer spoke with the engineer and the cord was fixed immediately.

Southern Oregon

An adult foster home owner refused to take a resident back after a brief hospital stay because he needed a higher level of care. The home owner wanted to charge the resident a penalty for the short move-out notice and alleged damage to the room. The Volunteer investigated and convinced the owner to give the family a full refund. The family was very grateful.

Greater Portland Metro Area

A residential care facility resident was missing a monthly check for personal funds from his guardian. The Volunteer made some inquiries and tracked down the missing money. The resident was pleased and relieved that it was no longer “lost in the mail”.

Mid Willamette Valley

An assisted living facility resident was one of several who thought the food service was poor, the menu options limited and portion sizes too small. The volunteer attended a food meeting with the residents which helped make the problem a top priority with the chef and the administrator. One month later everyone is happy with the food.

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