

OMBUDSMAN BULLETIN

Louisiana Long-Term Care Ombudsman Program

February 2026

THE QUIET WORK OF ADVOCACY

Much of ombudsman work happens without witnesses. It is the unhurried conversation at a resident's bedside. The careful listening when a concern is raised hesitantly. The follow-up call that confirms a small but meaningful change. These moments rarely appear in reports or statistics - but they are where advocacy lives.

Whether volunteer or long-term staff, ombudsmen bring something essential to this quiet work: attention. By noticing what others may overlook, and by listening when it would be easier to move on, ombudsmen help ensure residents' voices are heard and respected.

WHY THIS MATTERS

Advocacy is not always dramatic. Success may look like:

- A resident feeling heard
- A concern clarified rather than escalated
- A small adjustment that improves daily life
- Trust built over time

These outcomes matter, even when they are not visible.

A BROADER VIEW: MODELS THAT SUPPORT RESIDENT VOICE

Recently in New Orleans, professionals from across the country gathered to discuss emerging care models that better support dignity, autonomy, and everyday choice for residents. One model - the Green House Model - continues to expand nationally.

Rather than large, institutional units, Green House homes are designed as small households where residents have private rooms, shared living spaces, and consistent staff relationships. The focus is on daily rhythms that feel like home, not schedules imposed by facility routine.

For ombudsmen, models like this matter because they align closely with core principles of resident-directed care: choice, familiarity, and respect. As new approaches to long-term care continue to develop, the role of the ombudsman remains essential - ensuring that innovation does not outpace resident voice, and that new settings remain accountable to the same rights and protections.

COFFEE & CASES: A SHARED LEARNING SPACE

Coffee & Cases continues to provide space for reflection, conversation, and learning from real experiences in the field. These conversations help strengthen judgment, normalize complexity, and reinforce the values that guide resident-directed advocacy.

Thank you for the work you do, and for the care you bring to it.

*A program communication of the Louisiana Long-Term Care Ombudsman Program.
This bulletin supports professional connection, reflection, and shared learning.*