

# OMBUDS BULLETIN

*I'm a bud, you're a bud, we're Ombuds!*

**February 2025**

**A MONTHLY BULLETIN PUBLISHED THROUGH THE LOUISIANA LONG-TERM CARE OMBUDSMAN PROGRAM**

## Strengthening Leadership, Strengthening Care

This month's Coffee & Cases discussion centered on the power of strong leadership in long-term care, featuring guest presenter Nickie Toups, Administrator of Eunice Manor Nursing Home and a dedicated member of the Louisiana Association of Nursing Home Administrators. Toups shared her insights on building a career rooted in purpose and service, emphasizing how ethical leadership creates a ripple effect—boosting staff morale, reducing turnover, and ultimately enhancing the quality of care for residents. Her key takeaways are noted below.

### Upcoming Events

#### Coffee & Cases:

First Monday of the month, 9:30-11:00am

- **March 10, 2025:** Open Discussion

#### Ombudsman Certification Training:

February 17-25 2025

### The Power of Mentorship

A well-supported team creates a thriving facility. Structured mentorship programs foster stability, collaboration, and professional growth, leading to:

- The development of future leaders through shared knowledge and experience.
- A more cohesive, engaged, and motivated caregiving team.
- Greater staff retention and job satisfaction through continued investment in employees.

### Leading with Service and Empathy

Great leadership extends beyond policies and procedures—it's about connection. Administrators who lead with service and empathy strengthen their teams and uplift residents' lives by:

- Practicing active listening - Engaging with staff and residents in meaningful conversations and addressing concerns with sincerity.
- Leading by example - Demonstrating humility, respect, and accountability in every interaction.
- Encouraging self-awareness - Emphasizing lifelong learning and self-improvement as a leadership standard.
- Embracing empathy - Understanding the daily challenges faced by both staff and residents to foster a culture of compassion.

### Case Example

**The Problem:** Ms. Johnson, a resident requiring two staff members for assistance, expressed frustration that her scheduled showers were consistently delayed, making her late for morning doctor's appointments.

**The Resolution:** With her consent, the ombudsman arranged a meeting with the facility administrator, Director of Nursing, and CNA supervisor. Together, they reviewed her appointment times and staff schedules. A simple but effective solution was reached: Ms. Johnson was assigned to the 6:00 AM shower team. This worked well for her since she was already waking up around 5:00 AM each morning. The ombudsman followed up to ensure the new schedule was going smoothly, and Ms. Johnson reported that she was now able to "make her appointments on time without stress."