



OMBUDS BULLETIN

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

JULY 2024
VOLUME 12

PEACE BEGINS WITH A SMILE.
~ MOTHER TERESA



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

A NOTE FROM THE STATE LTCO OFFICE

July marks the beginning of the State fiscal year. This quarterly bulletin includes several reminders and tips you might find useful in the coming months.

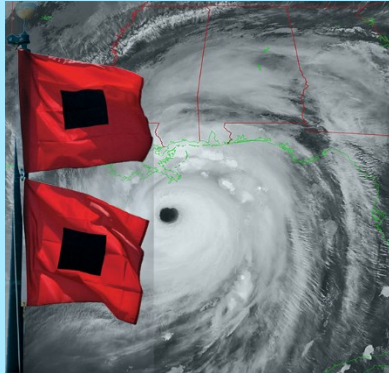
REMINDERS

Hurricane Season

*Update your emergency preparedness plans

*Know your facilities' evacuation sites and staff who accompany residents during evacuation

*Remind residents to be informed about the facility's hurricane plans



Annual Ombudsman Training

Within the next twelve months, you must complete 18 hours of In-Service training, including **Ethics** and **Preventing Sexual Harassment**.

NOTE: The Ombudsman Resource Page has Links to training and Coffee & Cases recordings.

Remember: All required in-service hours (besides ethics and sexual harassment) can be obtained by attending the monthly Coffee & Cases!

Source: Ombudsman Program Resource Page:
<https://goea.la.gov/services/louisiana-ombudsman-program/ombudsman-resources/>



Rosa Walton
STATE OMBUDSMAN

Kudos!

A SPECIAL SHOUT-OUT TO PEGGY ESSICK.



On September 4, 1984, Peggy Essick embarked on a remarkable journey of service and dedication.

Today, we celebrate her extraordinary milestone—40 years of unwavering commitment and passionate advocacy in the Long-Term Care Ombudsman (LTCO) Program.

Peggy, the LTCO Program's longest-serving ombudsman, has been a steadfast pillar of support for the long-term care community. Her tireless efforts in championing residents' rights have profoundly impacted countless lives. Peggy's dedication, compassion, and leadership have set a gold standard in our field.

We are immensely grateful for Peggy's four decades of service, advocacy, and leadership. Thank you, Peggy, for your unparalleled dedication and the lasting legacy you've created. Here's to celebrating you and the remarkable difference you've made in our community!



LOUISIANA GRADUATES ITS THIRD GROUP OF LA PEERS
L-R: Terry Johnson, Shreveport Volunteer Ombudsman Sandy Bourgeois, Felicia Abney

MUCH APPRECIATION TO THE FOLLOWING DEDICATED OMBUDS ...

Carolyn Smith, Alexandria, 9/16/1990

Mavis Lee, Baton Rouge, 8/3/1990

Alrina Ponville, Baton Rouge, 7/31/1990

Dana Adams, Regional Coordinator, Lafayette, 7/31/2019

Anna Horne, Regional Coordinator, Monroe 8/27/2013

La'Trichelle (Lockie) Chisley, Monroe, 7/15/2002

Cecile Gordon, New Orleans, 7/10/2019

Casandra Cesare, Regional Coordinator, Shreveport, 7/27/2020

VOLUNTEER OMBUDS-IN-TRAINING

New Orleans: Gabby Serpas
Dana Cinnater
Derren Merritt



Louisiana is one of only three state Long-Term Care Programs that train residents to advocate for themselves and their PEERS.

In 2000, Pennsylvania was the first state to train nursing home and assisted living residents in their PEER (Program for Empowering Every Resident) program. In 2020, Colorado trained their CO-PEERS.

And in 2022 Louisiana graduated its first LA PEER. Two nursing homes in New Orleans and one in Shreveport now boast LA PEERS in their facility. For More Information on LA PEER, contact Vickie Castay at phone number [504.261.2505](tel:504.261.2505) OR e-mail at vcastay@capitalaaa.org

LOL



"My therapist told me the way to achieve true inner peace is to finish what I start.

So far today, I have finished two bags of chips and a chocolate cake. I feel better already."

- Dave Berry

What state is known for its small drinks?
Minnesota!

Why do melons have weddings?
Because they cantaloupe!

How does a penguin build its house?
Igloos it together!


Do you have a joke you would like to share?

Please submit it to StateOmbudsman@LA.Gov and it may appear in the next Ombuds Bulletin.




June 11, 2024


St. Jude LA PEERS – the first PEERS in Louisiana – zoomed with Pennsylvania PEERS – the first state to enact PEER.




PEER Program
Pennsylvania Empowered Expert Residents Program



PEERS in Scranton, PA
L-R Nancy S., Ann L., Patricia (Pat) F., Dan F.



LA PEER
Louisiana Program for Empowering Every Resident



LA PEERS in New Orleans, LA
L-R Gordon F., Debra A.

Who says older adults can't embrace technology?

Nursing home residents in New Orleans are breaking barriers by Zooming with fellow residents in Scranton, Pennsylvania. They're engaging in lively discussions about their respective cities and building new friendships along the way.

These aren't just pen pals; they're Zoom buddies, proving that connection knows no age limits.



In today's fast-paced world, finding moments of joy and relaxation is crucial for mental health. Small indulgences can significantly impact well-being without being costly. These simple pleasures, like savoring a favorite treat or enjoying a quiet moment, reduce stress, boost mood, and build resilience.

Health Benefits: Incorporating little indulgences into daily life brings mental and physical health benefits. Activities like listening to music, spending time with loved ones, or indulging in personal pleasures promote relaxation, lower stress, and improve well-being.

Forms of Indulgence: Small treats come in many forms, from a favorite chocolate to a peaceful nature walk. What matters is finding what uniquely brings you joy and incorporating it into your routine.

- **Self-care Opportunities:** At home or work, opportunities to prioritize self-care abound, like enjoying a favorite meal, creating a relaxing environment, or scheduling time for indulgence.
- **Scheduling Joy:** Making self-care a priority requires intentionally scheduling moments of joy and relaxation. This ensures well-being despite busy schedules. Enhancing the environment with comforting elements, like a cozy reading nook or a favorite snack, can enrich these moments.
- **Balancing Productivity and Self-care:** While productivity often takes precedence, incorporating small indulgences is essential for a balanced, fulfilling life. Moments of joy and relaxation improve mood and enhance creativity and productivity.
- **Personal and Subjective:** Little indulgences are personal and subjective. Experiment to find what works best for individual needs and preferences. Whether it's a quiet moment alone or an outing with loved ones, prioritizing self-care is crucial for maintaining good mental health.
- **Significant Impact:** Small treats may seem minor, but their impact on mental well-being is significant. Incorporating moments of joy and relaxation into daily routines reduces stress, boosts mood, and enhances quality of life. Prioritizing self-care is necessary for maintaining resilience and happiness in a busy world.

So, enjoy a cup of coffee outside, watch your granddaughter play softball, or treat yourself to a pedicure. Savor the moment!

Source: LaKeisha Fleming, "Little Luxuries Can Make a Big Difference for Your Mental Health," very well Mind, May 6, 2024. Newsbreak.

TIP ...

How do you determine what you see, hear, or read is true?

Ask ...

- What is the source?
- What is the evidence?
- Do you want to believe it's true?



What is the source? This involves examining the origin of the information. Is it coming from a reputable and credible source? Consider the expertise, reliability, and potential biases of the source. For example, information from well-established news outlets, academic journals, or experts in the field is generally more reliable than information from unknown or biased sources.

What is the evidence? Look for supporting evidence or facts that back up the claims being made. Evaluate the quality and reliability of the evidence provided. Are there verifiable data, statistics, or research studies cited? Be wary of claims that lack evidence or rely heavily on anecdotal accounts.

Do you want to believe it's true? This question prompts introspection about your own biases and motivations. Sometimes, we may be inclined to believe information that aligns with our pre-existing beliefs or desires, even if it's not well-supported. Consider whether your own biases are influencing your judgment and strive for objectivity.

By applying these questions, you can critically assess the validity and reliability of information before accepting it as true. It's important to remain vigilant and discerning, especially in today's digital age, where misinformation and propaganda can spread rapidly.

TIPS FOR ACTIVE AND PROACTIVE AGING

AGING-FRIENDLY HOMES ...

Most homes in the U.S. are designed for young, able-bodied adults and don't meet the needs of older residents or people with disabilities.

By 2030, one in five people in the U.S. will be 65 or older. By 2034, older adults will outnumber children under 18 for the first time.

AARP HomeFit Guide provides tips to make homes safer, more comfortable, and suitable for all ages



- Doorway openings should be at least 32 inches wide.
- Use lever-style door handles instead of doorknobs.
- Ensure a zero-step entrance to the house.
- Secure exposed cords to the floor or furniture.
- Avoid furniture with sharp corners.

- Secure area rugs with nonslip mats or double-sided tape.

Resource: Get more tips from the AARP HomeFit Guide at www.AARP.org/HomeFit

BACKWARD WALKING: A SIMPLE, EFFECTIVE EXERCISE

Walking Backwards ...

- Engages Different Muscles: Works glutes, calves, and quads differently than forward walking, potentially alleviating knee pain.
- Improves Injury Recovery: Used in rehabilitation to reduce knee osteoarthritis pain, alleviate plantar fasciitis, and lessen lower back pain.
- Enhances Flexibility: Stretches tight hip flexors, improving overall flexibility and reducing injury risk.
- Improves Gait and Balance: Normalizes gait patterns and relies on proprioception and the vestibular system for better balance.

Practice Backward Walking Safely

- Start Cautiously: Begin on a treadmill or a hazard-free area. Use handrails for support and keep the speed low.
- Partner Up: Walk with someone who can guide you to enhance safety.
- Gradual Increase: Slowly increase the duration and intensity of sessions as your body adapts.
- Routine Inclusion: Older adults often use backward walking to improve balance and coordination.

Practical Uses:

- Used by athletes, like pickleball players, to strengthen knees and enhance performance.
- Backward walking might be slower, but it's an effective way to improve fitness and balance. Start with short sessions and gradually increase your pace for a fun and beneficial workout.

Source:
HEALTH EXERCISE & FITNESS Backward Walking Is the Best Workout You're Not Doing BY ANGELA HAUPT MAY 7, 2024
11:43 AM EDT <https://time.com/6975058/backward-walking-health-benefits/>





QUESTION: WHEN ARE NURSING HOME RESIDENTS ASSESSED?

All nursing facility residents are assessed

- ✓ at the time of admission
- ✓ when readmitted
- ✓ quarterly
- ✓ annually
- ✓ after a significant change in condition
- ✓ when a significant change to a prior assessment needs to be made
- ✓ and at the time of discharge

When Medicare pays for the resident's stay, additional assessments are completed at the 5, 14, and 30-day marks.

CMS'S FINAL RULE ON MINIMUM STAFFING STANDARDS IN NURSING HOMES

In April 2024, the Centers for Medicare & Medicaid Services (CMS) released the final rule implementing a minimum staffing standard in nursing homes. The rule, which is the culmination of a two-year process, including a request for information, a study, and a comment period, is designed to address the poorest-performing homes in the United States.

The final total staffing rule is well below the 4.2 hours of direct care per resident per day (HPRD) supported by **Consumer Voice** and includes numerous waivers and delays in implementation for some areas for at least five years. While **Consumer Voice** recognizes the rule as an important first step in obtaining adequate staffing in nursing homes, continued advocacy is necessary to ensure all residents receive high-quality nursing care.

Read Consumer Voice's summary of the rule.

Source: Consumer Voice http://act.theconsumervoice.org/site/MessageViewer?dlv_id=19141&em_id=16244.0

CAN ADULTS GROW NEW BRAIN CELLS?

Yes!

Thanks to recent research in Nature Medicine, we know our brains can actually "sprout" new neurons, a process called neurogenesis. Our brains are truly amazing!

To celebrate, here are three fun tips to boost your neurons and keep your brain sharp at any age:

The "Toothbrush Trick"

Keep your brain on its toes by brushing your teeth with the opposite hand. It feels tricky but gives your motor neurons a fantastic workout. Harvard research shows using your weaker hand can enhance learning and speed up thinking. Plus, it can spark creativity!

Why not give it a try tonight?



REMINDER

Case documentation and activities should be entered into the Louisiana Reporting System, LORS, by the 5th of the following month.



QUESTION: What information does the Ombudsman Program require to be kept confidential (unless given permission by the resident or complainant)?

Answer: Federal and state laws mandate that the Long-Term Care Ombudsman program keep all identifying information about a resident and a complainant private.

COFFEE & CASES ...



Ombuds attending each monthly Coffee & Cases receive 1.5 hours of in-service training credit. By participating in all Coffee & Cases, ombuds can receive their 18 hours of credit needed annually.

Mark your calendars for the first Monday of each month 9:30 A.M. – 11:00 A.M.

On the first Monday of each month, ombuds across the state come together virtually to discuss cases and get input from each other. Some months, we have special guests.

Be sure to add 1.5 hours of State-sponsored in-service training in LORS each month.

Please send your ideas for discussion topics and suggestions for guest speakers.

LOUISIANA LONG-TERM CARE OMBUDS

Louisiana Ombuds advocates for 35,000 residents in 400 nursing homes and assisted living facilities.

ALEXANDRIA REGION, Cenla AAA

- ✚ **Coordinator:** Carolyn Smith
- ✚ **Ombud:** Rose Waguespack

BATON ROUGE REGION, Capital AAA

- ✚ **Coordinator:** Peggy Essick
- ✚ **Ombuds:** Mavis Lee, Anne Miller, Alrina Ponville, Glenda Teagle

LAFAYETTE REGION, Cajun AAA

- ✚ **Coordinator:** Dana Adams
- ✚ **Ombud:** Amanda Kerner

LAKE CHARLES REGION, Calcasieu COA

- ✚ **Coordinator:** Charles Campbell

MONROE REGION, Cenla AAA

- ✚ **Coordinator:** Anna Horne
- ✚ **Ombud:** La'Trichelle "Lockie" Chisley

NEW ORLEANS REGION, Capital AAA

- ✚ **Coordinator:** Tanya Hayes
- ✚ **Ombuds:** Barbara Soniat, Beverly Gianna
- ✚ **Volunteer Ombuds:** Cecile Gordon, Laurie Holland, Gary Boye, Vickie Castay, Briana Smith, Debbie De La Houssaye, Gaby Serpas

SHREVEPORT REGION, Caddo COA

- ✚ **Coordinator:** Casandra Cesare
- ✚ **Ombuds:** Beverly Parker, Lucinda Thornton, Beverly Jones, Reta Stewart, Faye "Ollie" Gaskin

Volunteer Ombud: Sandy Bourgeois

HAVE A QUESTION OR COMMENT ?

What's happening in your region?

Share tips, information, and success stories in your region to include in this newsletter.

E-Mail: StateOmbudsman@LA.Gov

Call: 504.782.6640

Web: [Louisiana Ombudsman Program](#)

RECRUIT A VOLUNTEER

Research shows that volunteering has many biological and psychosocial benefits:

- ✓ Helps stay physically and mentally active
- ✓ Reduces stress
- ✓ Make new friends and contacts
- ✓ Increases social and relationship skills
- ✓ Adds job skills
- ✓ Increases self-esteem and life-satisfaction
- ✓ Increases the level of happiness
- ✓ It's Fun!

WHERE DO I FIND VOLUNTEERS ?

In nursing homes | visiting family and friends

In neighborhoods | people we know

In the community | through public speaking and media interviews

The Louisiana Long-Term Care Ombudsman Program offers many volunteer opportunities for people within the state.

Volunteer-certified ombuds positions are needed, but there are other opportunities to serve, such as a photographer, contributor to this newsletter and other communication vehicles, and tech-savvy volunteers willing to teach residents how to email, text, and Zoom

Bring your ideas and talent to the table and apply to volunteer!

To access information on volunteering with the LTCOP, follow these easy steps:

Click on the following link: <https://goea.la.gov>.

- Once on the website, navigate to the Louisiana Ombudsman Program section.
- Scroll down the page to find the video that provides an enjoyable overview of volunteering with the LTCOP.

To apply as a volunteer, use the online application provided, which is quick and easy to complete.