

OMBUDS BULLETIN

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

January 2026

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

Message from the State Ombudsman

As we begin a new year, I want to extend my sincere appreciation to each of you for the dedication, steadiness, and compassion you have shown in your work with residents across Louisiana. Your presence in facilities, your careful listening, your documentation, and your advocacy make a tangible difference every single day.

The start of a new year is also a good time to refocus and prepare. This bulletin brings together several important updates, reminders, and practice tips to help guide your work in the months ahead. These items—whether related to documentation expectations or routine visits—are not simply administrative tasks. They are the structures that support and protect our ability to advocate effectively.

Thank you for your commitment to residents, to the program, and to one another. Together, we will continue strengthening the rights, safety, and dignity of those we serve.

— Rosa Walton, State Long-Term Care Ombudsman

Upcoming Events

Coffee & Cases:

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

- **January 5** – “What Would You Do...”
- **February 2** – Open Discussion
- **March 2** – Open Discussion

Resident Council & LORS Reminders

- Attend at least one Resident Council meeting per facility each year, with the council’s permission
- Enter all LORS activities no later than the 5th of the following month
- Best practice: document immediately after each visit or case action
- Close cases promptly when appropriate

Volunteer Appreciation

Our volunteers remain essential to the success of the Ombudsman Program.

Your time, compassion, and advocacy bring comfort and protection to residents across the state. We are grateful for each of you.

Documentation Best Practices

Case notes should always be:
Objective, factual, and chronological.
Concise yet complete. Reflective of the resident’s view and desired outcome.

Include:

- How the concern was presented
- Consent information
- Resident’s goals
- Steps taken toward resolution
- Resident satisfaction
- Follow-up
- Avoid labels, assumptions, and opinions.

Staff Appreciation

Our Regional Coordinators and ombudsman staff form a strong, reliable foundation for the program.

Thank you for your leadership, your commitment, and your daily efforts to uphold residents’ rights and quality of life.