

OMBUDS BULLETIN

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

January 2025

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

Happy New Year!

As we enter the new year, let's reflect on the essence of the Ombudsman Program: educating and empowering residents to find their voice, assert their rights, and take control of their lives. We "advocate for those who can't, support those who can, and ensure all long-term care residents live with dignity and respect." Ombuds' efforts inspire positive change, one resident at a time.

Upcoming Events

Coffee & Cases:

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

- **January 6, 2025:** Open Discussion
- **February 3, 2025:** Guest Speaker Nickie Toups, Administrator Eunice Nursing Manor, representing the Louisiana Nursing Home Administrators Association
- **March 10, 2025:** Open Discussion

Ombudsman Certification Training:

February 2025

Effective Listening: A Valuable Tool

Active listening means understanding the words residents share and the emotions behind them. To strengthen trust:

- Restate what you've heard to confirm your understanding.
- Practice patience—give residents space to express themselves fully.

Did you know?

The Long-Term Care Ombudsman Program was established nationwide in 1978 as part of the Older Americans Act, giving nursing home residents a voice. The authority of the Long-Term Care Ombudsman Program stems from the Older Americans Act and has been further strengthened by amendments and the Federal Ombudsman Rule.

Case Example

Mr. Thompson, a nursing home resident with limited mobility, often missed his shower schedule, leaving him feeling neglected and angry. Despite raising concerns, no consistent resolution was offered.

His ombudsman stepped in, actively listened and acknowledged both the issue and Mr. Thompson's sense of lost dignity. After reviewing facility policies, they identified staffing shortages as the root cause and worked with the administrator and DON to implement changes. The result? A revised schedule and a feedback system for ongoing improvements. Mr. Thompson later shared, "I finally feel heard. They're listening now."