Better Living Through Ombudsman

Introducing the Benefits of the Long Term Care Ombudsman Program
OVERVIEW

- What is an Ombudsman?
- Facilities Housing Ombudsman
- Benefits to patients / residents
- Benefits to facility
- Criteria for Volunteers
- Volunteer Selection and Support
What is an Ombudsman?

A volunteer who:

- Serves hospitals and nursing homes
- Advocates for residents’ rights and comfort
- Ensures resident rights are not violated.
- Resolves residents’ complaints
- Helps residents’ achieve sense of dignity
Facilities that house Ombudsman

- Long term care facilities
- Hospitals - Specifically swing bed units
Benefits of An Ombudsman

To the Resident / Patient

- Intermediary between patients and personnel
- Diminish feelings of isolation or helplessness
- Resolve complaints in unbiased fashion
- Enhance quality of care and treatment
Benefits of An Ombudsman

To the Facility

- Help diffuse abuse and neglect situations
- Provide system of checks and balances
- All-encompassing approach to healthcare
- Offer feedback on family satisfaction
CRITERIA FOR VOLUNTEERS

- Sincere interest in the elderly
- Positive listening and communication skills
- Objective, sensitive, diplomatic & reliable
- Able to handle complaints / resolve issues
Volunteer Selection and Support

Volunteers Must:

- Complete application and interview
- Attend professional 18-hour training program
- Shadow active ombudsman for four hours
- Complete continuing education hours
BETTER LIVING THROUGH OMBUDSMAN!

Contact the State Ombudsman Office or the Missouri Coalition for Quality Care to learn how to become an ombudsman.