

Slide 1



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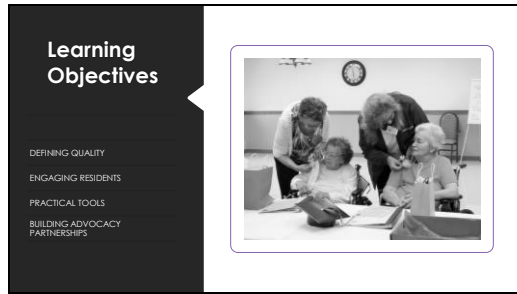
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Slide 2



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Slide 3



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Slide 4

**What to Ask...**

“...Provide such information as the Office determines to be necessary to public and private agencies, legislators, the media, and other persons regarding the problems and concerns of individuals residing in long-term care facilities; and recommendations related to such problems and concerns...”  
Ombudsman Final Federal Rule, 2016

- Tell me...
- Describe to me...
- Help me understand...
- How does it feel/how do you feel when...

Ask questions **intentionally**.  
Think about what you are trying to learn.  
Be willing to think outside of the traditional box...

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Slide 5

**"Do You Vote in the Elections?"**

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Slide 6

**How to Ask...**

“...Represent the interests of residents before government agencies and assure that individual residents have access to, and pursue (as the representative of the Office determines necessary and consistent with resident interest) administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents...”  
Ombudsman Final Federal Rule, 2016

- Surveys
- Conference Calls
- Personal Interview
- Systems Engagement

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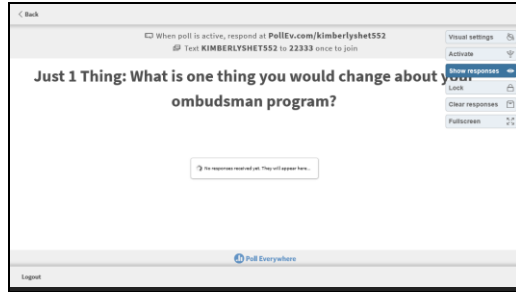
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Slide 7



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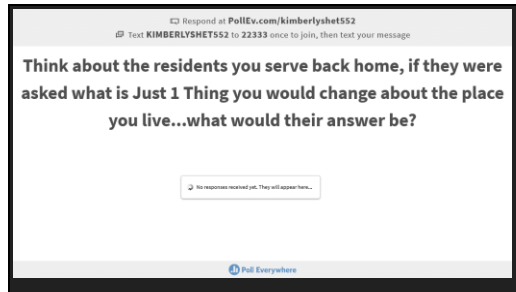
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Slide 8



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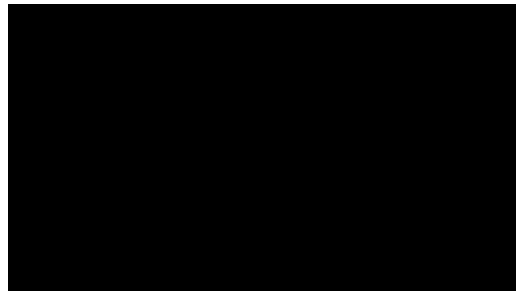
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Slide 9



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Slide 10

**Surveys!**

- METHOD
- LOGISTICS
- COLLECTING RESPONSES
- ANALYZING
- DISCOVERING THE MESSAGE
- USING THE MESSAGE

*(Screenshot of a survey document with a white arrow pointing to the 'METHOD' section)*

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Slide 11

**Surveys!**

- METHOD
- LOGISTICS

- Not Scientific – anecdotal
- Keep it simple
- Be mindful of post-survey analysis
- Consider utilizing a small focus group in planning
- Format of questions
- On-line obstacles
- Plan information gathering

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Slide 12

**Surveys!**

- COLLECTING RESPONSES
- ANALYZING

- Formatting/Copying
- Distribution
- Setting deadlines
- It takes a team
- Be realistic
- Common themes
- Grouping "data"

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Slide 13

| Column 1 | Column 2 | Column 3 | Column 4 | Column 5 | Column 6 | Column 7 | Column 8 | Column 9 | Column 10 |
|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| ...      | ...      | ...      | ...      | ...      | ...      | ...      | ...      | ...      | ...       |
| ...      | ...      | ...      | ...      | ...      | ...      | ...      | ...      | ...      | ...       |

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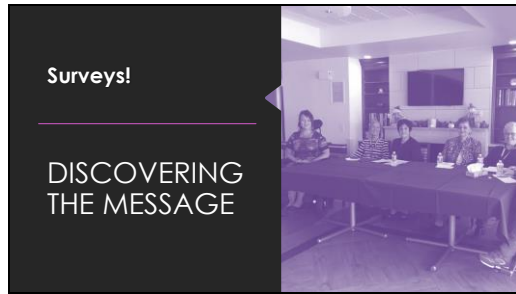
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Slide 14



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Slide 15

**What else did we learn?**

- Nursing Home residents don't see the social worker as a resource
- Personal Care Home residents feel more helpless or at the mercy of the providers; Nursing home residents reported feeling more empowered.
- Nursing home residents are more aware of their care plan meetings which was a focus of last year's Resident Rights month presentations
- This year we included a question about what your ombudsmen can do better... "Call to Action"

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Slide 16



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Slide 17



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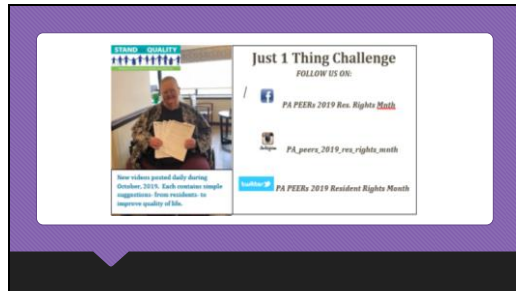
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Slide 18



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Slide 19

**Personal Interview!**

- PLANNING
- FACILITATING
- FOLLOW-UP



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Slide 20

**Systems Engagement!**

- BRAINSTORMING
- OVERCOMING OBSTACLES
- BUILDING BRIDGES



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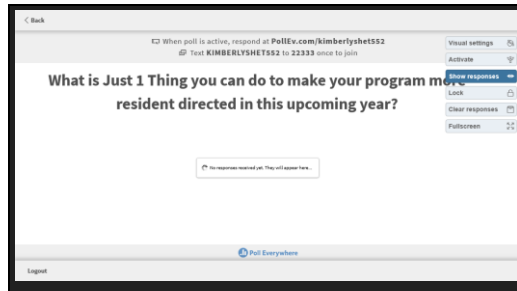
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Slide 21



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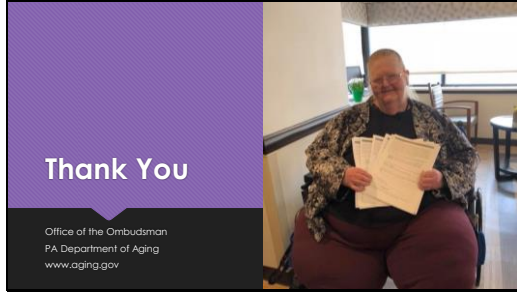
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Slide 22



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