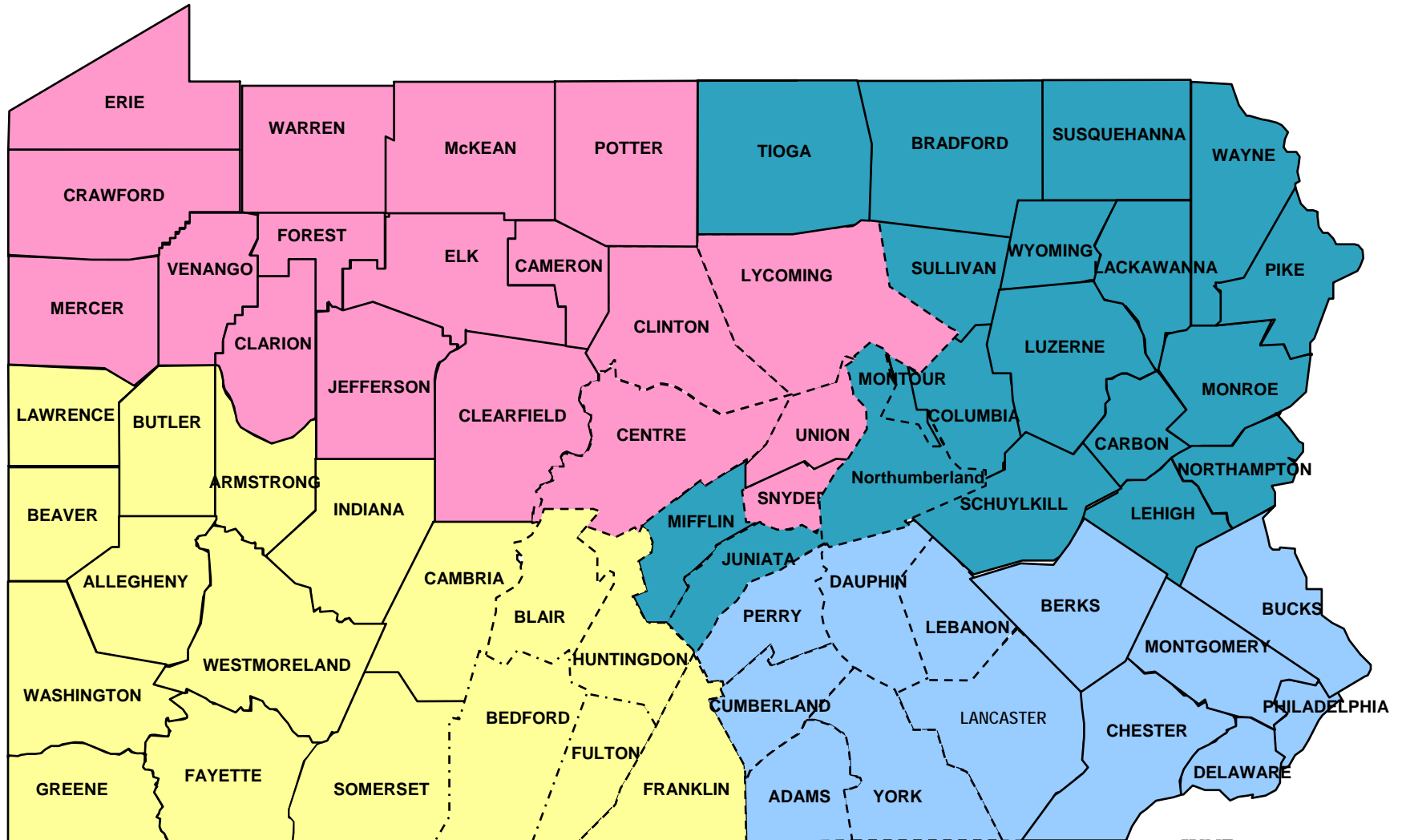




The Resident Council President Workshop

The Philadelphia Long Term Care
Ombudsman Program

PA's Long Term Care Ombudsman Program



JUNE 10, 2010

Facilities by the numbers



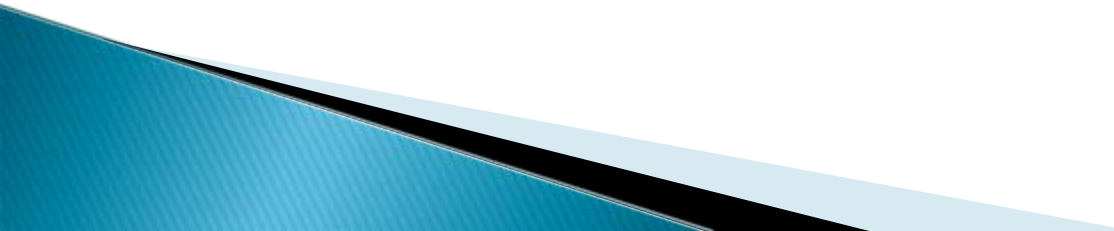
- Nursing Facilities 722
- Personal Care Homes 1,444
- Older Adult Day Centers 280
- Domiciliary Care Homes 618
- Total in PA: 3,064

Pennsylvania

- Nursing Facilities 48
- Personal Care Homes 92
- Older Adult Day Centers 30
- Domiciliary Care Homes 175
- Total in Phila: 301

Philadelphia

Spring 2008

- Ombudsman concept
 - Resident council president “buy in”
 - Presidents were asked “Would you like an opportunity to meet other resident council presidents in a neutral setting?”
 - Conducted informal survey to determine topics
 - How to be a better advocate
 - How to run an effective resident council meeting
- 

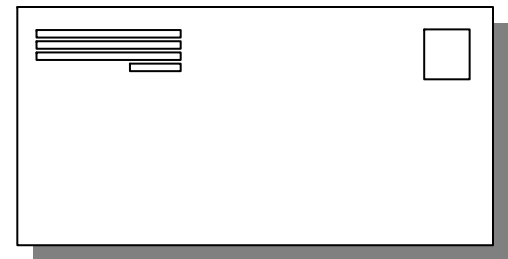
Planning

- Very limited resources
 - Staffing
 - Budget
- Space to hold workshop
 - Free
 - Handicap accessible
 - Neutral environment
- Provide care needs
 - Invite NH staff to attend
 - Provide a care nurse from an agency



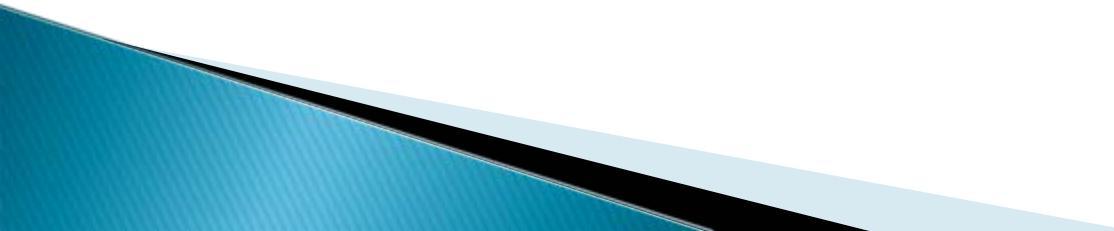
Invitation to attend

- Sent letter to resident council president of 7 nursing homes
 - Carbon copied Administrator and Recreation Director
 - Requested nursing home provide transportation and one care staff to attend workshop
 - Invited each nursing home to send 2 representatives

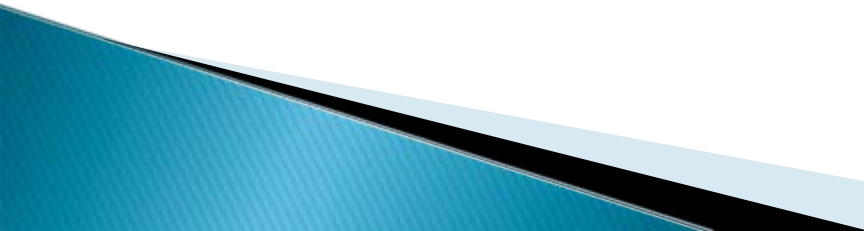


First Workshop– October 2008

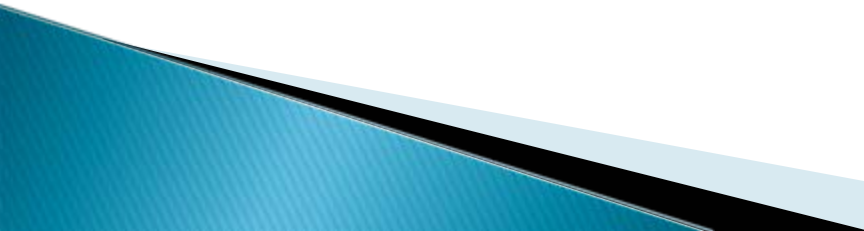
Resident Rights Week

- All 7 nursing homes invited sent representatives
 - 8 residents attended
 - Staff were not part of the workshop
 - Workshop was held at the local wheelchair accessible recreation center
 - Ombudsman program spend \$100 on snacks
- 

Format of first workshop

- Introductions
 - Asked each president to introduce themselves and their resident council format to the group
 - Speaker
 - Ombudsman conducted presentation about resident rights
 - Open discussion
 - Allowed time for discussion regarding issues pertaining to being a resident council president
 - Opportunity for presidents to share ideas
- 

Format for first workshop

- Created basic format for future workshops
 - Discussed rotating workshop to each participating nursing home versus meeting at neutral location
 - Discussed inviting facility staff to attend workshop versus closed president-only meetings
 - Decided on next date and agenda for next meeting
- 

Workshops in 2009

- Workshop scheduled January 2009
 - Cancelled due to sickness/weather/holiday
- September 2009
 - Invited 12 homes, 15 residents attended
 - Invited State ombudsman to present PEER Project
 - Brainstormed “How to be a better advocate”

Workshops in 2010

- April 2010
 - Invited 25 homes and 1 personal care home, 11 residents attended
 - Community legal services conducted presentation
 - Brainstormed ideas to change the attitude toward resident council and how that relates to culture change in a facility
- October 2010



What's next?

- Continue providing education opportunities that address presidents' needs
- Work toward hosting 4 workshops a year
- Advocate for expansion across PA
- Utilize technology to aid increased communication





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