

CA Successes

- Eight Training Sessions
 - One, half-day training for Ombudsman Program Coordinators at Ombudsman Spring Conference
 - Two, hour-long Webinars for all Ombudsman representatives
 - Five, half-day training sessions throughout the state
 - Los Angeles
 - Fresno
 - San Jose
 - West Sacramento
 - Chico

CA Challenges

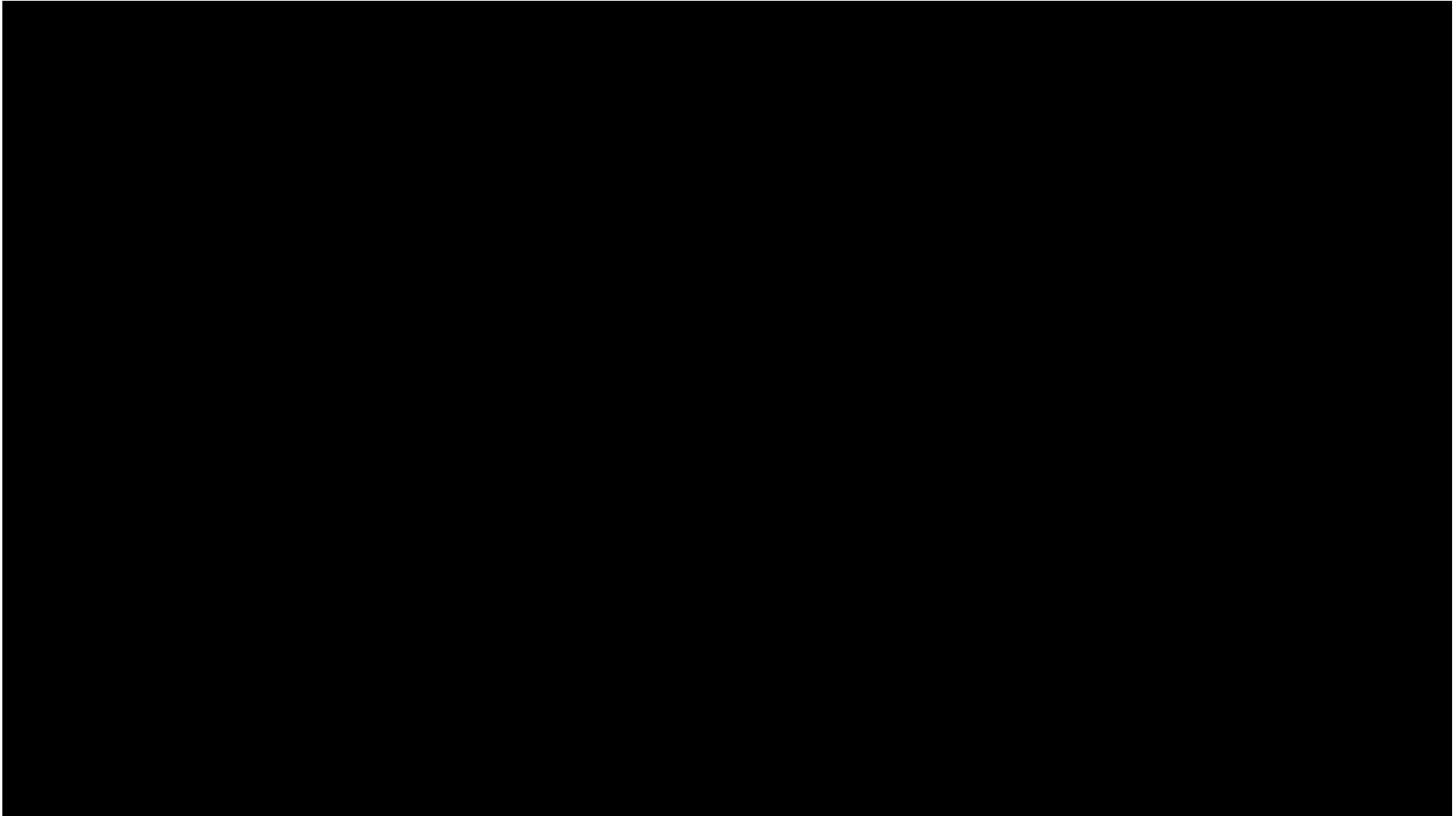
- Challenges
 - Geography
 - HAI? CAUTI? Antibiotic stewardwhat?
 - What resources are available?
- How Challenges Were Addressed
 - Regional trainings and Webinar
 - Let's educate ourselves before we educate residents and families
 - Great resources from Consumer Voice, HRET & AHRQ

Customizing Training: CA

- OSLTCO partnered with the Health Services Advisory Group (HSAG), our Medicare Quality Improvement Organization to conduct all training with us
 - Michael Wasserman, M.D., Geriatrician
 - Rachel Price, M.S.G., Gerontologist
 - Added an additional component on Quality Assurance Program Improvement
- OSLTCO also participated in HSAG's nursing home training sessions on HAI, CAUTI, and antibiotic stewardship

Handwashing

CAUTI



Lessons Learned: CA

- This is not on peoples' radar screens
- Need to frame the problem for them
- Likened to our work in eliminating physical restraints and inappropriate use of antipsychotics
- We're not the clinicians, but we can carry the educational resources and message to residents and families so they are empowered to speak and question