



Ombudsman Call to Action

Our Residents' Perspective on Our Work.

In the 2019 statewide PEER/resident survey, over 900 consumers told us THEY need the following from US:

1. Conduct MORE training for facility staff
2. Tell facility staff to consult residents more; work with residents for ideas about changes
3. Visit MORE often
4. Stay LONGER when you visit
5. Have patience when you are explaining things and talking with me. I get anxious and it's hard sometimes to follow
6. INCREASE resident rights training for residents
7. Attend resident council more often; help us improve resident council
8. Hand out more brochures to help us to remember information
9. Remind staff we want to be involved in our care plan
10. Hang in there!

Let's RESPOND well! If we are promoting resident direction in facilities, we need to hold ourselves to that same standard