

Advocacy Profile for Ombudsman Personnel and Programs

Please complete the assessment below. Do not spend a great deal of time on this assignment. Read each question or statement; answer quickly what best describes your program. Place the number in the square below your answer. There are no right or wrong answers. This is just an attempt to reach a baseline of how resident/advocacy focused you and your program are.

Question #	1-Not at all	2-Somewhat	3-Almost Always	4-Always
1. I consider myself aware of advocacy issues that affect the residents I serve.				
2. I have access to facilities and residents at any time.				
3. I have a handle on resident issues and priorities.				
4. Residents in our service area know who their ombudsman is and how to reach them.				
5. I serve residents with a fair open mind and am impartial when listening to their positions and promote their agenda in my work.				
6. I consider our program a pro-active not reactive ombudsman program.				
7. Our Local ombudsman program works with volunteers to focus our Facility visits around advocacy efforts.				
8. Our local ombudsman program coordinates with other local advocacy organizations involved in long-term care issues.				
9. The type of complaint work our ombudsman program does is consistent with the role of the resident advocate and is distinct and separate from the duties of other entities such as regulatory, protective services or the nursing facility.				
10. The focus of all our program actions and advocacy are based on how they will benefit residents.				
11. Our program regularly surveys residents and requests their perspective on issues such as retaliation, staffing, abuse, dignity, and rights.				
12. Our program works to educate and empower residents for self-advocacy and self-resolution.				

Question #	1-Not at all	2-Somewhat	3-Almost Always	4-Always
13. Our program has access to residents at least quarterly in all facilities in our coverage area.				
14. Our program has both staff and volunteers who understand both resident and systems advocacy.				
15. Our program has a way to gauge residents satisfaction with ombudsman services.				
16. Our program has a link to legislators and regulators who can assist in advocacy efforts for residents.				
17. Our program approaches resolutions to complaints in a resident directed manner. We ask, and they tell us how to proceed.				
18. Our program staff and volunteers are more comfortable talking with residents than about residents.				
19. Would you consider yourself an ombudsman with energy or just going through the motions?				
20. Our program provides training to residents on self-advocacy and self-resolution in a formal way.				
Add the numbers in each column and then place the total here				