

OMBUDSMAN'S ROLE IN PERSON-CENTERED-CARE

By: Jean Dobay, MSN, MBA, NHA, RN,BC
Volunteer Ombudsman with Beaver County Office on Aging

1

How Did We Get to Person-Centered-Care

OBRA '87

- Under President Ronald Reagan
- Emphasis on resident's quality of life and quality of care
- Residents must maintain or improve in their activities of daily living
- Resident assessment leading to an individualized plan of care
- Nursing assistant training for nursing homes
- Strict guidelines on when a facility can force a resident discharge
- Services for residents with mental illness

2

OBRA '87 continued

- Safety of personal funds held by the nursing home
- Right to return to the nursing home after a hospitalization
- Right to choose a personal physician and pharmacy
- Right to resident council or family council
- Access to an Ombudsman
- Right to be free of unnecessary physical or chemical restraints
- Civil money penalties for facilities that do not comply

3

OMBUDSMAN

- Our mission is to advocate for those who can't, support those who can, and ensure all long-term care consumers live with respect and dignity.

4

OMBUDSMAN

- Swedish word meaning “citizen representative” or advocate
- Provides information to resident and families about rights, procedures, and additional resources within the facility or community
- Investigates concerns and works to resolve issues involving residents in long-term care facilities
- Offers consumer and staff education programs
- Assists in the development of resident and family councils

5

CULTURE CHANGE

- 1992 – Dr. Bill Thomas started the Eden Alternative
- Identified the three plagues of living in a nursing home:
 1. Loneliness – the **pain** we feel when we want companionship and cannot have it.
 2. Helplessness – the **pain** we feel when we only receive care and cannot give care
 3. Boredom – the **pain** we feel when we are forced to participate in meaningless activities

6

WHAT IS PERSON-CENTERED-CARE IN LONG-TERM CARE FACILITIES

- A socioresidential component that creates a feeling of home
- Highly individualized clinical care that provides the consumer the right to accept or refuse care. Care is provided in evidence-based practices.
- The human factors of autonomy, independence, dignity, and self-esteem blended into every aspect of the consumer's life and delivery of services
- Consumer choice in all aspects of care and services including the right to participate in religious services and traditions
- Replaces the sick-role model

7

To Learn More About Person-Centered-Care

- VOICE (Pennsylvania Culture Change Coalition) –
questions@voicepa.org
Office of the State Long-Term Care Ombudsman
aging.pa.gov

8

Turning a Warehouse into a Community – A Story of Humanity

By N. Jean Dobay