



*Indiana Healthcare Association
September 14, 2023*



What do LTC Ombudsmen Do?

- Identify, investigate, and resolve complaints
- Educate consumers about long-term care services.
- Provide information to the public about residents' rights
- Provide technical support for the development of resident and family councils.
- Advocate for changes to improve residents' quality of life and care.
- Represent resident interests before governmental agencies.
- Seek legal, administrative, and other remedies to protect residents.
- Ensure residents have regular and timely access to the Ombudsman.

Who Do LTC Ombudsmen Serve?



Individuals, regardless of age, who live in long-term care facilities

As resident advocates:

- The resident guides Ombudsman action.
- Ombudsmen need a resident's consent prior to taking any action on a complaint or sharing resident information.
- The Ombudsman seeks to resolve complaints to the residents' satisfaction.
- The Ombudsman represents residents' interests, both individually and systemically.
- The Ombudsmen empowers residents and promotes self-advocacy.

An Ombudsman responds to a resident's EXPRESSED interest; not necessarily their BEST interest.



Ombudsman Programs are Unique

- State Ombudsman/Deputy Director are state employees under the direction of the SUA
 - Programmatic oversight vs. personnel oversight of local ombudsmen
- Not licensing or regulatory investigators
- Not APS investigators
- No direct care for residents
- No mandatory reporting of abuse/neglect

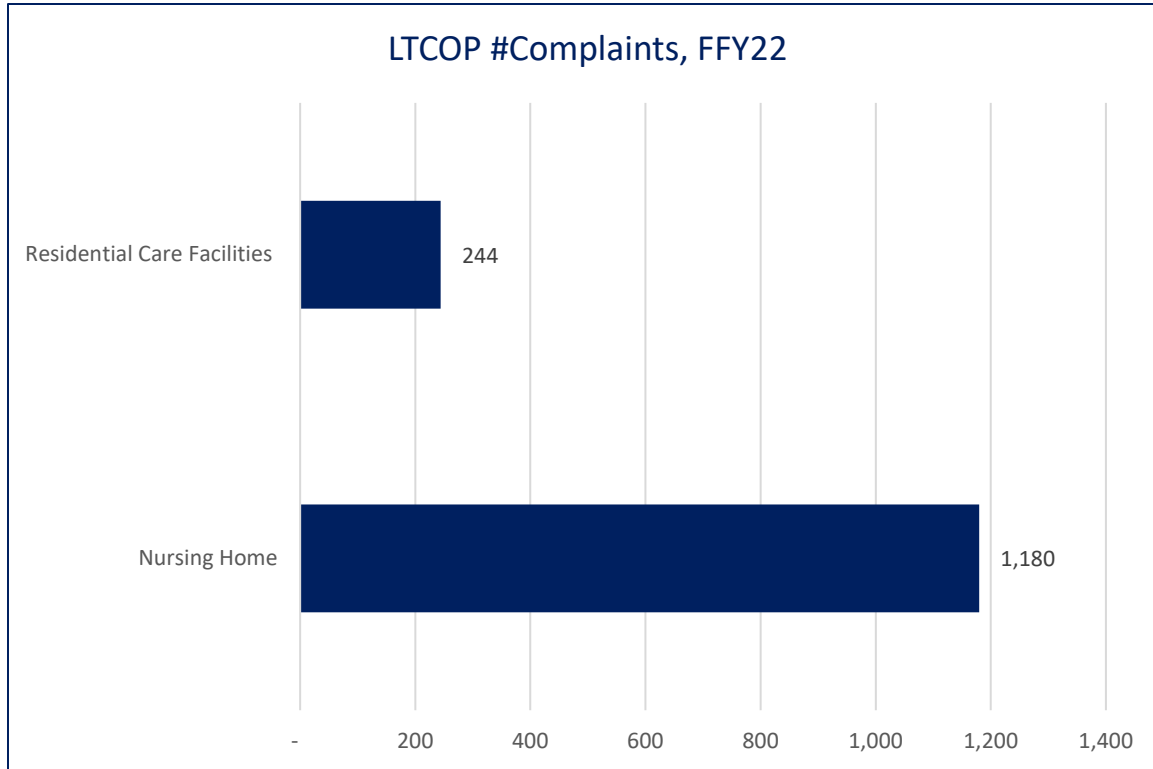


Residents' Rights

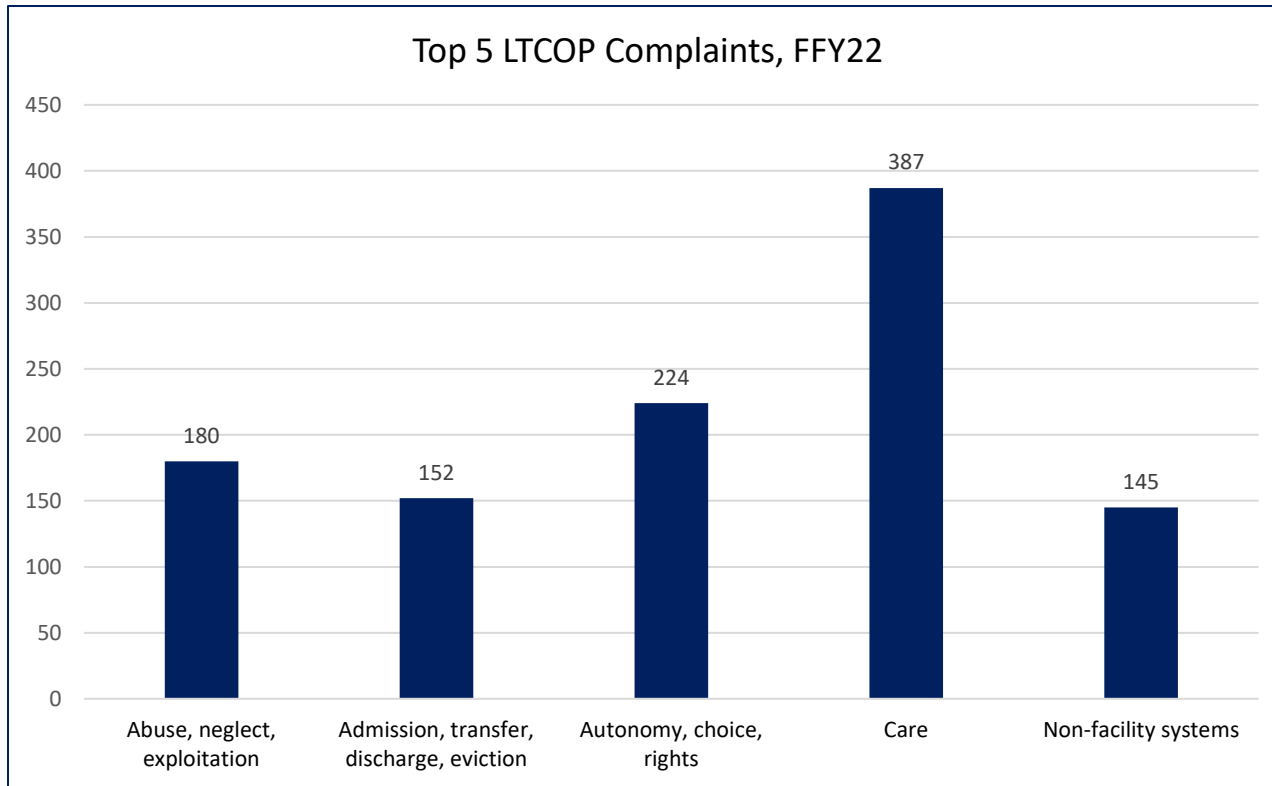
All long-term care residents have rights...

- to be fully informed
- to complain
- to participate in one's own care
- to privacy and confidentiality
- during transfers and discharges
- to dignity, respect, and freedom
- to visits
- to make independent choices


Indiana's LTCOP, FFY22



Indiana's LTCOP, FFY22



Indiana's LTC Ombudsman Program

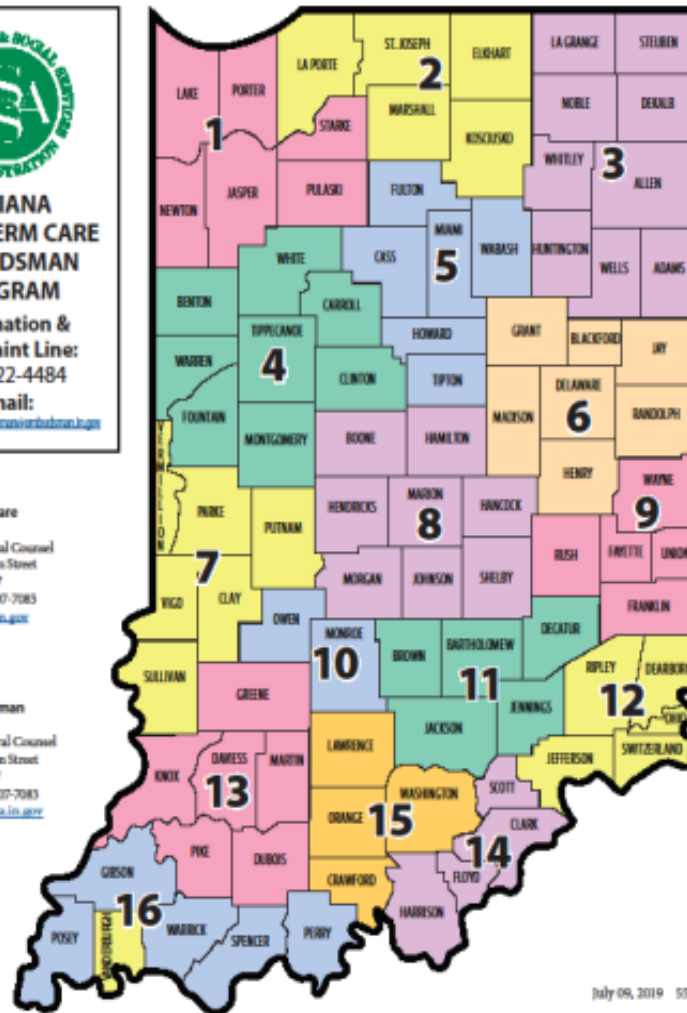
**INDIANA
LONG-TERM CARE
OMBUDSMAN
PROGRAM**

Information &
Complaint Line:
800-622-4484

Email:
longtermcareombudsman@isa.in.gov

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Indiana's LTCOP Volunteer Program




Indiana's LTCOP is implementing a new statewide Volunteer program that will enable us to:

- Increase visible presence in facilities
- Improve timeliness in responding to individual residents
- Provide a ready pool of applicants for employment
- Expand skills, knowledge, and expertise
- Enhance the personalization of services and provide specific problem-solving actions

LTCOP External Portal

<https://in-ombudsman-pff-qa.peerplace.com/>





Indiana Long Term Care Ombudsman Program

Autofill Date (mm/dd/yyyy)
10/18/2022

Submitter First Name * _____ Submitter Last Name * _____

*** IMPORTANT *** Check here if you are Facility Staff submitting a monthly report or notice form





















Resident First Name _____ Resident Last Name _____

Facility Name _____ Facility Address (include City, State, Zip) _____ Facility Phone (###-###-####) _____ Facility Email Address _____

Comments
(0 characters of 1000 allowed)

Instructions to Attach: You have up to 10 attachments per submission. Click on Attached File #1 line or upload icon. A pop up to find your file will display. Choose the file for upload by clicking on its name and then click Open.

File name should display on Attached File #1 line. This file will be submitted with the form once you press Process Request button at the bottom of form. Repeat with the next Attached File field for as many documents as needed.

Attached File #1 _____  	Attached File #2 _____  	Attached File #3 _____  	Attached File #4 _____  
Attached File #5 _____  	Attached File #6 _____  	Attached File #7 _____  	Attached File #8 _____  
Attached File #9 _____  	Attached File #10 _____  		

PROCESS REQUEST



Long Term Care Ombudsman Program
Family and Social Services Administration

Office of General Counsel
402 W. Washington Street

Indianapolis, Indiana 46207-7083

Phone: 317.234.5544

Toll-free: 1.800.622.4484

<https://www.in.gov/ombudsman/long-term-care-ombudsman/overview/>

Visit our Facebook page:

<https://www.facebook.com/INOmbudsman>

Thank you!