Long Term Care Ombudsman

Outcomes

For more information or to become a Volunteer, Contact
Coordinator of Volunteers
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Web: http://www.oregon.gov/ltco

Every month, Certified Ombudsman Volunteers make contact with the residents of nearly half of the long term care facilities in Oregon. Here are a few of their recent activities, which made a huge difference to members of this vulnerable population.

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Greater Portland Metro Area

A resident had been denied permission for a scooter by the staff, despite doctor's orders that such a device would improve her health and quality of life. The volunteer worked with facility staff and Legal Aid to secure the scooter for the resident's benefit.

Northeast Oregon

Resident didn't want to admit to the level of care she needed, so Medicaid denied her services. Once the denial notice was given, the resident expressed concern to the volunteer. who understood the true scope of her needs.With the resident's permission the volunteer took the issue to her physician, who readily agreed. Benefits were restored and the resident stayed in the facility.

North Willamette Valley

An Adult Care Home resident who was going on Medicaid was told by the provider that she would now need to pay extra for toilet tissue. The volunteer checked with the resident's case manager and determined that was incorrect. Provider agreed to furnish the toilet paper with no additional charge.

Greater Portland Metro Area

A resident confused by the number of options presented by various Medicare Part D plans asked the volunteer for assistance. The volunteer helped the resident list all her prescriptions, listened as she called several of the plans, and insured that the paperwork needed to make a change was completed.

Southeast Oregon

A resident confined to an over-sized wheelchair had been denied access to off-premises activities held in buildings whose doorways can not accommodate his chair. The volunteer worked with the Activity Director to develop individualized outings which allowed the resident to re-connect with his small rural community.

Columbia Basin

A resident complained that her morning shower water was only lukewarm. Volunteer met with the Administrator and was assured that the hot water and a related sewer pump problem would be immediately resolved, giving the resident a hot shower when she wanted it.

North Willamette Valley

A family member notified the volunteer that a resident who can not speak for herself was found in bed with a black eye, bruising and scratches on her face. The facility had not self-reported the case, but the volunteer verified the circumstances, called APS and the case was investigated. The physical abuse was substantiated and the facility sanctioned.

Greater Portland Area

A resident's only connection to family is her bedside phone. Due to a power problem, the circuit had been disabled. The volunteer tracked down maintenance and got it fixed immediately. The resident was grateful and couldn't believe it got repaired so quickly.

Outcomes is a publication of the Office of the Long Term Care Ombudsman, an independent agency of the State of Oregon since 1985, per ORS 441.100 as mandated under the federal Older Americans Act of 1978.