Long-Term Care Ombudsman

Outcomes

For more information or to become a Volunteer, Contact
Coordinator of Volunteers
Phone: **800-522-2602**
eMail:ltco.contact@ltco.state.or.us
Web: www.oregon.gov/LTCO

In the Federal Fiscal Year 2010/2011 volunteers and staff visited 100% of Oregon's licensed *nursing* facilities. Here are some stories describing how our ombudsmen volunteers advocate for 43,000 residents in over 2000 licensed long-term care facilities around the state.

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Greater Portland Metro Area

A resident at a residential care facility complained that her special bathroom shower was broken. Facility staff said that a $100 repair would be her responsibility. The volunteer found a $10 solution at a hardware store and the administrator purchased and installed the new pieces. The shower is now working and the resident is smiling.

Oregon Coast

An assisted living resident was upset and concerned that her insulin medication was often arriving much later than her doctor had scheduled. The volunteer met with the medication aide who committed to the timely delivery of the insulin. The resident was relieved and grateful and reports that her drug is now always "on time."

Southern Oregon

A resident who had moved to the assisted living facility in the hope of getting better nutrition and healthful meals was losing weight and found the food tasteless and lacking variety. After a careful investigation, the ombudsman agreed there were problems and chaired a team to address the issues. In a short time everyone agreed that this effort ensured that the facility's promises to its residents about food service were being kept.

Greater Portland Metro Area

A nursing facility resident was losing sleep over his roommate's noisy TV, which was left on even when that person was asleep. The volunteer convinced the administrator to provide earphones to the roommate so he could listen to his TV without disturbing the other resident. Everyone is satisfied with this solution.

Mid Willamette Valley

A lady in her late 80s who had been placed in an adult care home after a hospitalization wanted to return instead to the house she had lived in for many years. The volunteer recognized that this might not be possible and worked to discover more about the resident's past friendships. She was then able to connect with the lady's Pastor and other friends who were willing to help the resident accept her new home. She is now very happy at the AFH.

Eastern Oregon

A resident was placed in a memory care unit after a serious illness. As she recovered she insisted that she wished to return to her home and a loved one. While her family did not like the idea, the volunteer found that the resident's mind had cleared and it was a choice she was entitled to make, despite her family's objections.

Southern Willamette Valley

An adult care home resident had suffered a loss of hearing and wanted assistance from the volunteer in finding a cost effective way to get a hearing aid. The volunteer met with the provider and gave her several options, such as the Rotary International program, for funding the device at little or no cost to the resident.

Greater Portland Metro Area

Residents of a memory care unit were startled and annoyed at frequent intercom calls over the unit's loud speakers. The volunteer advocated that the home-like atmosphere in common areas required by state rules was not being met. The administrator agreed to turn off the overhead paging system and use hand-held pagers instead.

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.