Advancing Excellence
PERSON CENTERED CARE GOAL
a webinar for
LONG-TERM CARE OMBUDSMEN

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Person-Centered Care Philosophy and Practice

• Person-centered care creates a resident-directed approach to all aspects of life in long-term care.

• Person-centered care is included in Ombudsman communication with residents, families, and providers.

• Supporting resident-directed care is important and meaningful at every level including collaboration in coalitions and daily advocacy.
### Promoting Person-Centered Care is a Core Function of LTCOP work

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<th>Older Americans Act</th>
<th>OBRA ‘87</th>
<th>Person Centered Care</th>
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<td>• Advocate for quality care and rights of residents at the individual and systemic level</td>
<td>• Right to highest practicable physical, mental, psychosocial well-being of each resident</td>
<td>• Promote resident-directed care and culture change during complaint resolution</td>
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<td>• Resolve problems by representing the interest of the resident and to the resident’s satisfaction</td>
<td>• Right to be treated with consideration, respect, and dignity</td>
<td>• Provide information to residents, families and providers regarding culture-change and resident-directed care</td>
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<td>• Support community efforts to improve long-term care</td>
<td>• Right to self-determination and choice</td>
<td>• Collaborate with others for widespread change and promote culture change as systems advocacy</td>
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<td>• Act on residents’ behalf in response to action or inaction by others</td>
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Focus on Incorporating Person-Centered Care Principles Into Ombudsman Work

• Seize daily opportunities to incorporate person centered care principles and encourage resident-directed care in:
  • LTCO training
  • Complaint resolution process
  • Systemic advocacy
  • Program leadership
  • Resource allocation

• Remain sensitive to potential perceptions of conflict of interest in your role or the LTCOP’s integrity as a resident advocate
Tips for Long-Term Care Ombudsmen

• Stay informed about culture change and person-centered care
• Identify and support provider best practices in the facilities in your area or state
• Weave person-centered care into all LTCO training
• Join or create a dialogue or a focus on person-centered care
• Share information on person-centered care with consumer and facility staff
The National Long-Term Care Ombudsman Resource Center (NORC)
www.ltcombudsman.org

The National Consumer Voice for Quality Long-Term Care
(formerly NCCNHR)
www.theconsumervoice.org