

ADVOCATE

A large, stylized letter 'C' logo is positioned between the words 'ADVOC' and 'ATE'. The 'C' is red with a yellow circle in the center. The letters 'ADVOC' and 'ATE' are in a bold, dark blue, sans-serif font.

Colorado Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman Program

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Colorado State Long-Term Care Ombudsman

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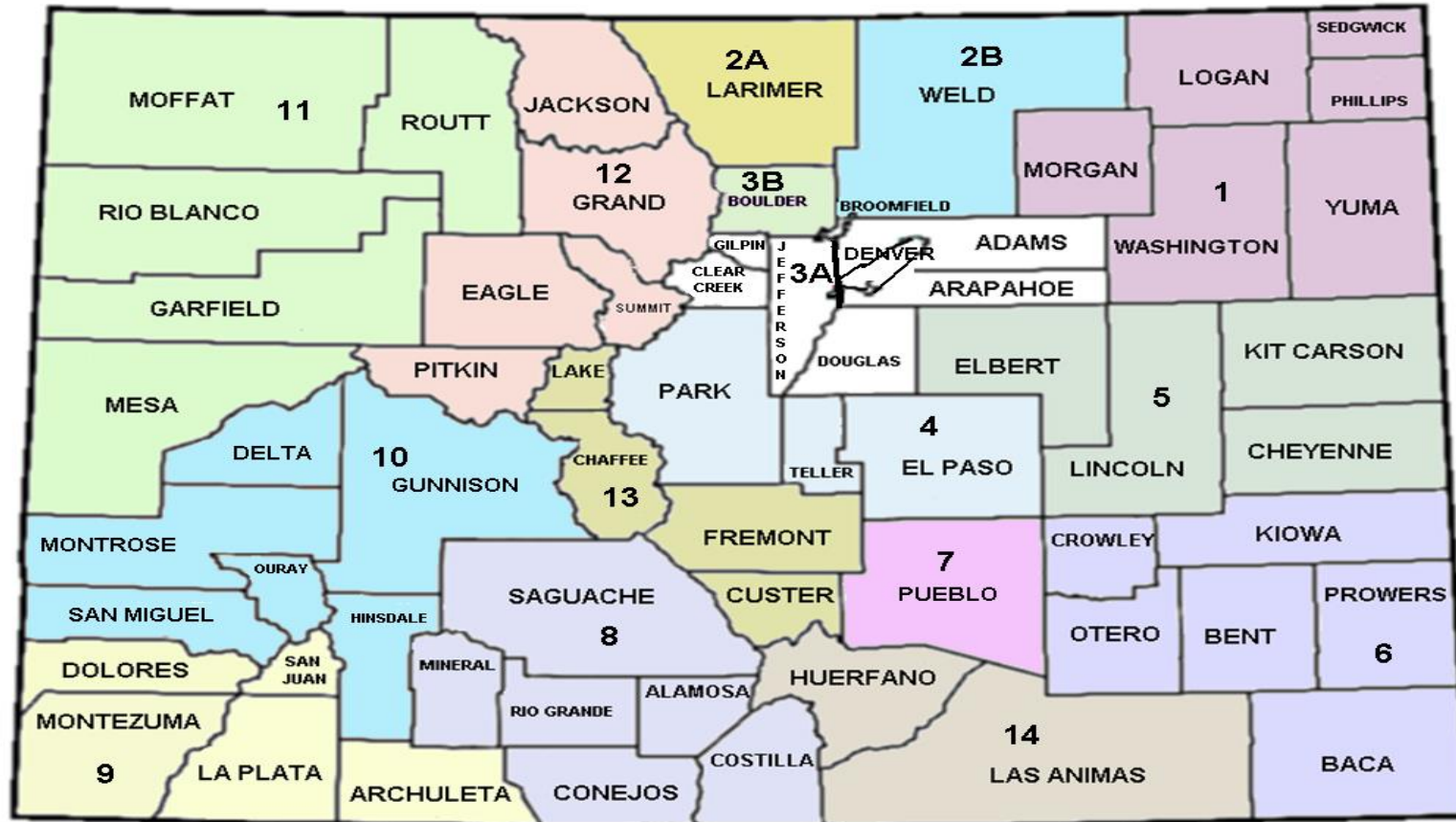
What is the Long-Term Care Ombudsman Program (LTCOP)?

- LTCOP representatives are resident-directed advocates.
- Ombudsmen advocate for quality of care and quality of life of residents in long-term care (nursing homes and assisted living).
- LTCOP provisions in the Older Americans Act (OAA) include:
 - Investigate and resolve complaints
 - Provide information to residents, families, staff (e.g. residents' rights)
 - Advocate for systemic changes to improve residents' care and quality of life.

Colorado Long-Term Care Ombudsman Structure

- State LTCOP- State Long-Term Care Ombudsman, Deputy State Long-Term Care Ombudsman, State PACE Ombudsman and Program Manager.
- LTCOP - Coordinated through the Office of the State Long-Term Care Ombudsman

16 Regions



What Does the LTCOP Do?

- Identify, investigate, and resolve complaints made by or on behalf of residents.
- Provide information to residents about long-term care services.
- 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 LTCOP.

Who Does the LTCOP Serve?

- Individuals, regardless of age, living in long-term care facilities (e.g., nursing homes and assisted living homes).
 - In accordance with federal law, facilities must provide the LTCOP with access to residents.
 - In a small number of states, LTCOPs also visit individuals that receive long-term care services in their own home. Colorado State PACE Ombudsman Program.

As resident advocates:

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

Voice of the Residents

- Care
- Autonomy, choice, preference
- Transfer, discharges and admission
- Environment
- Dietary
- Abuse and neglect

How to Work With Your Ombudsman

- Residents' rights
- Resident council and family council
- Education
- Individual and systemic advocacy

Thank You!

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