FOR HELP WITH...

PROBLEMS...QUESTIONS...

COMPLAINTS...

SUCH AS:

RESIDENT RIGHTS
ADMISSIONS
TRANSFER OR DISCHARGE

QUALITY OF CARE
PRIVACY
MEDICATIONS

FOOD
MEDICAID
MEDICARE

OR

OTHER QUESTIONS ABOUT LONG-TERM CARE SERVICES AND ALTERNATIVE CARE SERVICES

WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM?

The State Long-Term Care Ombudsman Program, under the auspices of the Tennessee Commission on Aging and Disability, operates a statewide ombudsman program for the benefit of the state's elderly residing in Nursing Homes, Residential Homes for the Aged, and Assisted Care Living Facilities. The Ombudsman is available to help these individuals and their families resolve questions or problems.

The Ombudsman is not an employee of the home or the state agency responsible for inspecting the facility. The Ombudsman will advocate for solution to problems for qualified residents of long-term care facilities. When the residents and families can't resolve their problems through consultation with the facility staff or governmental agencies involved, then they should contact their **District Ombudsman**.

The Ombudsman works with many agencies and may be able to help resolve questions or concerns that involve state and federal agencies administering services to the elderly. Concerns can include: quality of care; financial information; resident rights; admissions, transfer, and discharge; or other questions about Nursing Homes – Residential Homes for the Aged – Assisted Care Living Facilities, Medicaid and Medicare.

Whatever the problem or question, the Ombudsman's primary interest is to see that it is resolved. Our goals include exhausting all avenues for resolution while realizing that some complaints can never be resolved to the satisfaction of the complainant.

LONG-TERM CARE OMBUDSMAN PROGRAM

DO YOU. . .

- **Live in a Nursing Home, Assisted Care Living Facility, or Residential Home for the Aged?**
- **Have an Elderly Relative or Friend in a Nursing Home, Assisted Care Living Facility, Residential Home for the Aged or Mental Health Group Home?**
- **Work in a Nursing Home, Assisted Care Living Facility, Residential Home for the Aged or Mental Health Group Home?**
- **Need information about Nursing Homes, Assisted Care Living Facility, Residential Home for the Aged, or Mental Health Group Homes?**

HERE'S HOW THE LONG-TERM CARE OMBUDSMAN PROGRAM CAN HELP YOU.

FOR RESIDENTS

The Ombudsman takes time to listen to your concerns.

You can share concerns about your situation or other problems that bother you. The Ombudsman will keep these matters confidential.

If you want help, the Ombudsman will assist you in trying to resolve your problems.

The Ombudsman can also show you what your rights and responsibilities are as a resident of a Nursing Home, Assisted Care Living Facility or Residential Home for the Aged.

FOR RELATIVES AND FRIENDS

As a friend or relative, you may have concerns about the resident's care or charges for that care. You may have questions about obtaining services from resources outside the facility.

An ombudsman can help clarify Nursing Home, Assisted Care Living Facility, or Residential Home for the Aged regulations that apply to your situation;

- Provide information regarding alternatives to Nursing Home, Assisted Care Living Facilities and Residential Home for the Aged care;
- Provide information regarding the admission process to Nursing Homes, Assisted Care Living Facilities and Residential Homes for the Aged; and,
- Are skilled in making helpful referrals to other agencies.

OMBUDSMEN...

- Help find solutions to small problems before they get too big.
- Promote healthy and realistic attitudes of residents and families toward Nursing Homes.
- Respect requests for anonymity.
- Act as a resource for staff training needs.

If you think you need the services of an ombudsman call:

Tennessee Commission on Aging and Disability, Authorization Number 316093 15,000 copies, May 2002. This public document was promulgated at a cost of $.05 per copy

COULD YOU BE AN OMBUDSMAN VOLUNTEER?

If you feel a concern for our frail elderly in Long-Term care facilities;

If you feel you are an assertive, mature person with some experience with elderly persons;

If you are willing to complete a volunteer training certification program;

If you want a responsible, challenging experience;

WRITE OR CALL YOUR DISTRICT OMBUDSMAN FOR MORE INFORMATION!

The Ombudsman Program, authorized by the federal Older Americans Act, is administered at the state level by the Tennessee Commission on Aging and Disability through the State Long-Term Care Ombudsman:

State Long-Term Care Ombudsman Program
Tennessee Commission on Aging and Disability
500 Deaderick Street
Nashville, TN 37243-0860
(615)741-2056
Toll Free # 1-877-236-0013

The Ombudsman Program includes nine district programs throughout the state that are sponsored by area agencies on aging. Funding is provided primarily through the Older Americans Act. There are no charges for these services. However, contributions to the program are appreciated and are used to provide additional services.