Ombudsman Advocate

State of Nebraska
Volunteer Program

Making a difference
in the lives of
long-term care
facility residents.

Operating in all Counties

The Ombudsman Advocate Program is sponsored by the Eastern Nebraska Office on Aging and the Nebraska State Ombudsman Program.

For more information, contact the:
Ombudsman Program
Nebraska Department of Health and Human Services
P.O. Box 95026
Lincoln, NE 68509
(402) 471-2307
1 (800) 942-7830

OMBOUDSMAN ADVOCATE:
One who helps ensure the voices of long-term care facility residents are heard.

OMBOUDSMAN (OM’BUDZ-MAN):
One who speaks on behalf of another.
An Ombudsman Advocate is a volunteer who helps residents in long-term care facilities and assisted living communities. They seek to resolve issues and concerns residents may have. Advocates use mediation and negotiation skills when resolving problems.

While an Ombudsman Advocate’s primary role is to help residents help themselves, at times he or she may be asked to speak on behalf of the resident.

What is an Ombudsman Advocate?

The Ombudsman Advocate...

- Communicates regularly with residents.
- Establishes a relationship of trust with residents.
- Listens to residents’ concerns.
- Keeps all information confidential.
- Encourages residents to speak for themselves.
- Seeks to resolve residents’ problems within a facility.
- Helps protect residents’ rights
- Educate seniors to prevent healthcare fraud.

Everybody Benefits...

Residents, families, and staff of long-term care facilities and assisted living communities can all benefit significantly from the Local Ombudsman Advocate Program.

This program helps ensure that residents enjoy the best possible quality of life by promoting, protecting, and providing education on the rights of residents. These rights include:

- PRIVACY
- AUTONOMY
- RESPECT
- INDIVIDUALITY

There are many other issues relating to the quality of life of the frail elderly and disabled citizens who reside in long-term care facilities.

Requirements...

- Completing 20 hours of classroom training prior to certification as an Ombudsman Advocate.
- Twelve hours of additional training every two years are required for recertification.

Training Subjects Include...

- Resident’s rights.
- Complaint investigation techniques.
- Federal, state, and local laws, regulations, and policies governing long-term care facilities in Nebraska.
- Communication skills.
- The Aging Process.
- Surrogate decision making.
- Medicare and Medicaid.