



OMBUDS BULLETIN

I'm a bud, you're a bud, we're Ombuds!

*"Got no checkbooks, got no banks
Still, I'd like to express my thanks –
I got the sun in the mornin'
And the moon at night"*

-Irving Berlin

A QUARTERLY BULLETIN PUBLISHED THROUGH THE LOUISIANA LONG-TERM CARE OMBUDSMAN PROGRAM

A NOTE FROM THE STATE LTCO OFFICE

Wishing you a joyful New Year!

I extend my gratitude to each member of our remarkable ombuds team. You consulted, negotiated, and helped resolve complaints and concerns, including the complexities of involuntary discharges – the most prevalent of SLLS's requests for assistance from ombudsmen for residents. Your dedication, consultation, and negotiation skills have been invaluable.

I've observed, however, increased requests related to Powers of Attorney, both in their creation and rescinding, as well as inquiries about living wills and other advance directives. Please see the Book Review column, *Age Your Way*. In addressing these matters, our steadfast ally is OLAP's Southeast Louisiana Legal Services, with Shirnell Jackson at its forefront.

A special thank you to Shirnell Jackson, the Southeast Louisiana Legal Services team, and our partners at the Advocacy Center. These collaborative efforts empower us to support our residents and make a meaningful impact on their lives.



Together, we navigate challenges and create positive change. Here's to a year filled with continued teamwork and success.

Warm regards,



Rosa Walton

STATE OMBUDSMAN

Kudos!



Ombudsmen celebrating 1st quarter anniversaries:

- ✓ Beverly Parker (Shreveport) March 19, 2020
- ✓ Laurie Hollland (New Orleans), February 9, 2017
- ✓ Toya Guillory (Lake Charles), February 2, 2022
- ✓ Sandy Bourgeois (Shreveport), March 1, 2023

New members of the LTCOP Team:

- ✓ Debbie de la Houssaye is the newest volunteer to join Regional Ombudsman Coordinator Tanya Hayes' New Orleans team.
- ✓ Amanda Kerner joins Lafayette Regional Ombudsman Coordinator Dana Adams to serve residents in their region

What's in a name?

An Om what? Bud who?

When introducing ourselves, haven't we heard that often from residents, staff, and the community?



Ombudsman, Ombudsperson, Ombud? The term varies in states and organizations. Steadily the word "ombudsman" is being supplanted with ombudsperson or now more frequently with ombud. This term seems friendly, easy to say, and easier to remember.

The Louisiana Long-Term Care Ombudsman Program will always be as titled; however, it is up to each individual to use the most comfortable term. It is each individual's choice.

Did You Know?

- Louisiana has 269 nursing homes and 152 assisted living facilities accommodating approximately 44,000 residents.
- There are 26 staff and volunteer ombudsmen in the LTCOP.

What's New?

Exciting Updates Unveiled!

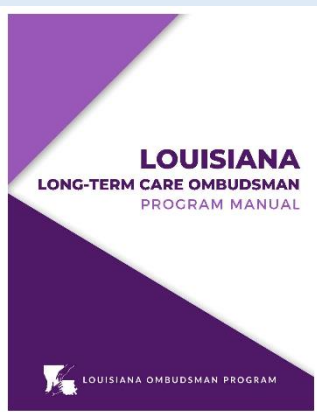
The Louisiana State Ombudsman Office announces groundbreaking tools for the Louisiana Long-Term Care Ombudsman Program: Cutting Edge Tools.

1. Comprehensive Ombudsman Certification Training Presentation:

Professionally recorded, this approximately 20-hour training is meticulously designed, following the National Ombudsman Resource Center training modules.

Broken into five digestible 3-plus hour recordings, the program facilitates a seamless learning experience. Trainees can follow along with a designated trainer, pause for breaks, and engage in interactive discussions, with questions encouraged at the end of each day.

2. Louisiana Ombudsman Manual:



A brand-new manual (available on line in March 2024) accompanies the classroom training presentation. Crafted on the National Ombudsman Resource Center's Federal statutes, the manual integrates Louisiana-specific information for a tailored approach.

These two latest additions are up-to-the-minute tools for the Louisiana Long-Term Care Ombudsman Program. They align with best practices nationally and incorporate locally relevant information, ensuring excellence in the field.

These advancements mark a significant stride forward, harmonizing national standards with Louisiana's unique context. Keep sharpening your ombudsman expertise with these state-of-the-art resources!

Stay Informed! ~ Stay Empowered!

LOL

A Taxing Situation...

According to unofficial sources, a new simplified income-tax form contains only four lines:

1. What was your income for the year?
2. What were your expenses?
3. How much have you left?
4. Send it in.

Laughter truly is a powerful medicine with numerous health benefits. Not only does it strengthen the immune system, but it also acts as a natural mood booster.

In addition, laughter can diminish pain and serves as a preventive measure against depression and the harmful effects of stress. Incorporating laughter into your life can lead to improved overall well-being.

So, make it a point to laugh out loud often!



Do you have a joke you would like to share?

Please submit it to StateOmbudsman@la.gov and it may appear in the next Ombuds Bulletin.



Gratitude for a Happier New Year and more years to come!

Feeling and expressing gratitude has many advantages spanning various aspects of life, including medical, physical, biological, emotional, and psychological benefits.

1. **Psychological Well-Being:** Gratitude is linked to positive emotions, increased life satisfaction, and overall psychological well-being. Practicing gratitude can contribute to a more optimistic outlook on life.
2. **Emotional Resilience:** Grateful individuals tend to exhibit higher levels of emotional resilience, coping more effectively with stress and adversity. It acts as a buffer against negative emotions and enhances emotional well-being.
3. **Improved Mental Health:** Gratitude is associated with reduced symptoms of depression and anxiety. Cultivating a grateful mindset can contribute to improved mental health and a lower risk of mental health disorders.
4. **Enhanced Relationships:** Expressing gratitude strengthens social bonds and relationships. It fosters a positive atmosphere, encourages prosocial behavior, and creates a connection with others.
5. **Better Sleep Quality:** Gratitude has been linked to improved sleep quality. People who regularly express gratitude often experience better sleep patterns and find it easier to fall asleep.
6. **Physical Health Benefits:** Gratitude is associated with various physical health benefits, including lower blood pressure, reduced inflammation, and a strengthened immune system. These factors contribute to an overall improvement in physical well-being.
7. **Increased Happiness:** Gratitude is a crucial component of happiness. By focusing on and appreciating positive aspects of life, individuals can experience greater overall happiness and life satisfaction.
8. **Stress Reduction:** Gratitude serves as a natural stress reducer. It shifts focus from negative aspects to positive ones, promoting a more balanced perspective and helping individuals manage stress more effectively.
9. **Enhanced Brain Function:** Studies suggest that practicing gratitude can lead to changes in the brain, particularly in areas associated with reward, empathy, and decision-making. These changes may contribute to improved cognitive function.
10. **Longevity:** Gratitude has been linked to increased longevity. Adopting a thankful mindset and appreciating life's positive aspects may contribute to a healthier and longer life.
11. **Improved Heart Health:** Gratitude is associated with cardiovascular benefits, such as lower heart rate and reduced risk of heart disease. The positive impact on the heart contributes to overall cardiovascular health.
12. **Boosted Self-Esteem:** Regularly expressing gratitude is linked to increased self-esteem and a more positive self-image. It fosters a sense of accomplishment and appreciation for one's abilities.

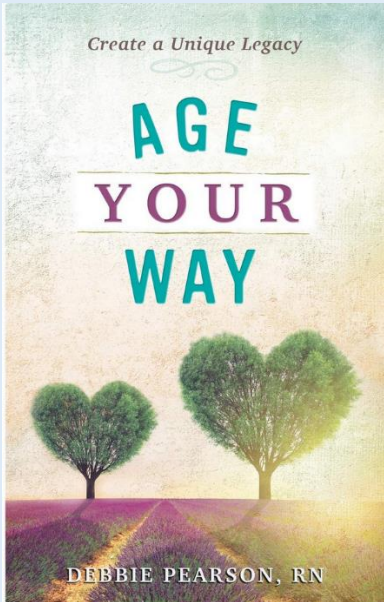
The advantages of feeling and showing gratitude are far-reaching, encompassing emotional and psychological well-being and contributing to improved physical health and overall life satisfaction.

Cultivating a grateful mindset can lead to a more fulfilling and resilient life.



BOOK REVIEW:

This quarter's reviews are on books by **Debbie Pearson RN**

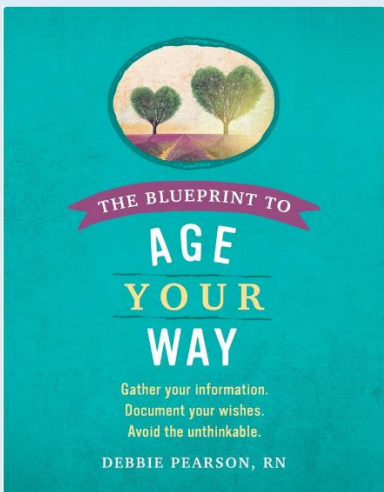


"Age Your Way" is a comprehensive, step-by-step guide that helps readers take control of their aging process and avoid the problems resulting from a lack of planning.

The book provides a complete understanding of the steps needed to make sure information and wishes are clear, including understanding the three stages of aging and planning options for each one, getting the proper legal and financial information in order and available, documenting unique health history and medical preferences, assisting a loved one in creating their aging plan, making ethical decisions on behalf of someone else, and more.

The book features real-life stories of patients and families at every stage of the aging process.

Amazon Books: [Purchase Webpage](#) Barnes & Noble: [Purchase Webpage](#) Kindle (Amazon) [Purchase Webpage](#)



Unlock the power of personalized care planning with **"The Blueprint to Age Your Way."**

This essential guide streamlines your vital information into accessible chapters, covering Legal, Medical, Financial, Credit Cards, Passwords and Decision-Making aspects.

From preserving your legacy to expressing gratitude, author Debbie Pearson provides a concise roadmap for safeguarding your wishes. Discover a comprehensive approach to document and communicate what matters most, ensuring peace of mind in any situation.

Amazon Books: [Purchase Webpage](#) Barnes & Noble: [Purchase Webpage](#)



What to Watch for in 2024

A first-of-its-kind federal law aiming to fix widespread understaffing in nursing homes with mandatory minimum staffing levels is expected to take effect in 2024.

The Biden administration has proposed staffing standards for nursing homes, marking the first-ever requirement for such benchmarks. The plan mandates each nursing home to provide residents with a minimum of 0.55 hours of care from a registered nurse and 2.45 hours from a nurse aide daily.

Approximately 75% of nursing homes need to enhance staffing to meet the proposed minimums. The regulations aim to improve resident safety and care quality, aligning with President Biden's broader plan to address long-standing issues in nursing homes, particularly highlighted by the challenges during the COVID-19 pandemic.

Critics argue that staffing shortages make the new standards unattainable, while some resident advocates believe the proposal falls short of implementing the president's directives.

Louisiana Long-Term Care Ombuds

Louisiana Ombuds advocate for 44,000 residents in 400 nursing homes and assisted living facilities.

ALEXANDRIA REGION, Cenla AAA

Coordinator: Carolyn Smith
Ombud: Rose Waguespack

BATON ROUGE REGION, Capital AAA

Coordinator: Peggy Essick
Ombuds: Mavis Lee, Anne Miller, Alrina Ponville, Glenda Teagle

LAFAYETTE REGION, Cajun AAA

Coordinator: Dana Adams
Ombud: Amanda Kerner

LAKE CHARLES REGION, Calcasieu COA

Coordinator: Charles Campbell
Ombud: Toya Guillory

MONROE REGION, Cenla AAA

Coordinator: Anna Home
Ombud: La'Trichelle "Lockie" Chisley

NEW ORLEANS REGION, Capital AAA

Coordinator: Tanya Hayes
Ombuds: Barbara Soniat, Beverly Gianna
Volunteer Ombuds: Cecile Gordon, Laurie Holland, Gary Boye, Vickie Castay, Peggy Morris, Briana Smith
Debbie de la Houssaye, Gabby Serpas (Ombud-in-training)

SHREVEPORT REGION, Caddo COA

Coordinator: Casandra Cesare
Ombuds: Beverly Parker, Lucinda Thornton, Beverly Jones, Reta Stewart
Volunteer Ombud: Sandy Bourgeois

Recruit A Volunteer

Research shows that volunteering has many biological and psychosocial benefits:

- ✓ Helps stay physically and mentally active
- ✓ Reduces stress
- ✓ Make new friends and contacts
- ✓ Increases social and relationship skills
- ✓ Adds job skills
- ✓ Increases self-esteem and life-satisfaction
- ✓ Increases the level of happiness
- ✓ It's Fun!

WHERE DO I FIND VOLUNTEERS?

- ✓ In nursing homes | visiting family and friends
- ✓ In neighborhoods | people we know
- ✓ In the community | through public speaking and media interviews

The Louisiana Long-Term Care Ombudsman Program offers many volunteer opportunities for people within the state. Volunteer-certified ombuds positions are needed, but there are other opportunities to serve, such as a photographer, contributor to this newsletter and other communication vehicles, and tech-savvy volunteers willing to teach residents how to email, text, and Zoom.

Click on these links for information on how residents in one Louisiana nursing home volunteer to help their fellow residents.

<https://youtu.be/l1A6fLusNFc>

To access information on volunteering with the LTCOP, follow these easy steps:

Click on the following link: <https://goea.la.gov>. Once on the website, navigate to the Louisiana Ombudsman Program section. Scroll down the page to find the video that provides an enjoyable overview of volunteering with the LTCOP.

To apply as a volunteer, use the online application provided, which is quick and easy to complete.

Coffee & Cases



Ombuds attending each monthly Coffee & Cases receive 1.5 hours of in-service training credit. By participating in all Coffee & Cases, ombuds can receive their 18 hours of credit needed annually.

Mark your calendars for the first Monday of each month 9:30 a.m. – 11:00 a.m.

On the first Monday of each month, ombuds across the state come together virtually to discuss cases and get input from each other. Some months, we have special guests.

Be sure to add 1.5 hours of State-sponsored in-service training in LORS each month.

Please send your ideas for discussion topics and suggestions for guest speakers.

Have a Question or Comment?

What's happening in your region?

Share tips, information, and success stories in your region to include in this newsletter.

Email: StateOmbudsman@la.gov

Call: (504) 782-6640

Web: goea.la.gov/ombudsman

Upcoming Events

LEADER, March 26-28, Marksville, LA

Pioneer Network, November 11-13, Grand Rapids, Michigan

National Consumer Voice Conference, September 23-26, San Francisco, California

First Quarter 2024 Commemorations

Martin Luther King, Jr.'s Birthday (Third Monday of January) - January 15, 2024.

Black History Month, February

Mardi Gras, February 13

Washington's Birthday or Presidents' Day (third Monday of February) - February 19.

Women's History Month, March

