
Ombuds Bulletin

LOUISIANA LONG-TERM CARE OMBUDSMAN PROGRAM

July 2026 · Monthly Issue

 GROWTH IS PART OF THE WORK

Never Stop Learning

The strongest advocates continue growing — in knowledge, communication, technology, and the skills that help us better serve residents.

This month offered an important reminder that learning never stops.

Several Louisiana ombudsmen recently participated in Basic Excel training, discovering new ways technology can strengthen organization, improve record-keeping, and help us work more efficiently.

At the same time, conversations within our own program reminded us of something equally important:

Knowledge alone is not enough.

How we communicate matters.

Every interaction we have — whether with residents, family members, facility staff, or one another — reflects our professionalism and our commitment to respectful advocacy.

And now, as new technologies such as Artificial Intelligence begin changing the world around us, we are reminded once again that growth is part of our responsibility.

As ombudsmen, we must remain curious, informed, adaptable, and committed to learning in ways that help us better serve residents in an ever-changing world.

The best professionals never stop learning. And neither do we.

Learning Together Strengthens Us All

One of the greatest strengths of our Coffee & Cases conversations is the opportunity to learn from one another while sharing the challenges and questions we encounter in the field.

These discussions remind us that we are not working alone. Together, we learn that many of our concerns are shared concerns — and that through collaboration we strengthen one another while better serving residents.

These conversations also help us remember an important truth:

We cannot solve every problem for every person.

Our role is to support residents, advocate for their voice, and remain focused on the work we are called to do.

UPCOMING CONVERSATIONS

- July 6** Sgt. Denesia Batiste
St. James Parish Sheriff's Office · Youth and Elderly Services
- August 3** Roni Land
Regional Director, ARIA
- September 7** Shirnell Jackson
OLAP Attorney · Understanding Powers of Attorney

Professional Development Matters

Continuing education is an important part of maintaining excellence in our work.

As we begin the new 2026–2027 fiscal year, now is the perfect time to begin planning ahead for your required continuing education hours and state training requirements.

Professional growth is strongest when learning happens steadily throughout the year.

The more intentional we are about expanding our knowledge, the stronger advocates we become for residents.

A Changing Landscape for Older Adults

Technology is increasingly shaping the lives of older adults.

From telehealth and smart home devices to communication platforms and Artificial Intelligence, technology can help older adults remain safer, more connected, and more independent.

As advocates, understanding these changes helps us better support both residents and families as the world around us continues evolving.

◆ REMEMBER

The Resident Comes First

An ombudsman advocates for the resident.

Not every challenge is ours to solve.

Not every conflict belongs in our hands.

But every resident deserves to know someone is listening.

Our first question remains:

“What does the resident want?”

✿ IN PRACTICE

*The best advocates continue learning.
Because better knowledge leads to better service.*

Louisiana Long-Term Care Ombudsman Program

Advocacy through knowledge, presence, and compassion.