

1. Record Nr.	UNINA9910777425203321
Titolo	Real people, real problems [[electronic resource]] : an evaluation of the long-term care ombudsman programs of the Older Americans Act / / Jo Harris-Wehling, Jill C. Feasley, and Carroll L. Estes, editors
Pubbl/distr/stampa	Washington, D.C., : Division of Health Care Services, Institute of Medicine, 1995
Descrizione fisica	1 online resource (309 p.)
Altri autori (Persone)	Harris-WehlingJo <1941-> FeasleyJill C. <1965-> EstesCarroll L
Disciplina	362.1
Soggetti	Nursing homes - Patient representative services - United States Long-term care facilities - Patient representative services - United States Nursing homes - Complaints against - United States Nursing homes - Law and legislation - United States Nursing home residents - Legal status, laws, etc - United States Nursing homes - Standards - United States
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	""Real People Real Problems""; ""Copyright""; ""Preface""; ""Acknowledgments""; ""Contents""; ""Summary""; ""ORIGINS OF THE STUDY AND REPORT""; ""THE LONG-TERM CARE OMBUDSMAN PROGRAM""; ""STATE COMPLIANCE WITH PROGRAM MANDATES""; ""Findings""; ""Recommendations on Compliance""; ""CONFLICTS OF INTEREST""; ""Legislative and Conceptual Aspects""; ""Recommendations on Conflicts of Interest""; ""EFFECTIVENESS OF THE OMBUDSMAN PROGRAM""; ""Continuance of the Ombudsman Program""; ""Exemplary Practices and Performance""; ""Data and Information Systems""; ""Research Imperatives"" ""Adequate Management of Volunteers""""ADEQUACY OF RESOURCES""; ""Financial Resources and Program Performance""; ""Formula for Allocating Federal Funds and Level of State Contributions"";

""MANAGEMENT OF FISCAL RESOURCES""; ""Unmet Need and Unfunded Responsibilities""; ""NEED FOR AND FEASIBILITY OF EXPANDING THE OMBUDSMAN PROGRAM""; ""CLOSING COMMENTS""; ""1 Advocating for Quality of Care and Quality of Life for Residents of Long-Term Care Facilities""; ""INTRODUCTION""; ""WHAT IS LONG TERM CARE?""; ""WHO USES LONG TERM CARE?""; ""Nursing Facility Residents""
""Residents of Board and Care Homes and Other Residential Settings""
LONG-TERM CARE EXPENDITURES AND SOURCES OF FUNDS: WHO PAYS?""; ""QUALITY OF CARE AND QUALITY OF LIFE""; ""Quality of Care""; ""Quality of Life""; ""ASSURING, ASSESSING, AND IMPROVING QUALITY""; ""THE INSTITUTE OF MEDICINE STUDY""; ""ORGANIZATION OF THIS REPORT""; ""2 Overview of the Older Americans Act Long-Term Care Ombudsman Program""; ""EVOLUTION OF THE LONG-TERM CARE OMBUDSMAN PROGRAM""; ""Ombudsman Theory and Practice""; ""History of the Long-Term Care Ombudsman Program""; ""STATUS OF THE CURRENT PROGRAM""
""Organizational Placement""""Operation""; ""Target Population""; ""Human Resources""; ""Paid Staff""; ""Volunteers""; ""Funding""; ""FUNCTIONS OF THE LONG-TERM CARE OMBUDSMAN PROGRAM""; ""Resident-Level Advocacy""; ""Ensuring that Residents Have Regular and Timely Access to the Program""; ""Investigating and Resolving Complaints""; ""Working Cooperatively with Other Agencies""; ""Providing Technical Assistance and Training to Representatives of the Program""; ""Systems-Level Advocacy""; ""Evaluating Laws and Regulations""; ""Providing Education to the Public and Facility Staff""
""Disseminating Program Data""""Promoting the Development of Citizen Organizations and Resident and Family Councils""; ""SUMMARY""; ""3 State Compliance in Carrying Out Long-Term Care Ombudsman Programs""; ""INTRODUCTION""; ""COMPLIANCE WITH MANDATED FEDERAL PROVISIONS""; ""EXTENT OF COMPLIANCE""; ""Direct Individual Advocacy Services""; ""Regular and Timely Access (Accessibility)""; ""Timely Responses (Availability)""; ""Unmet Need""; ""Systemic Advocacy""; ""FACTORS THAT ENHANCE OR IMPEDE COMPLIANCE WITH THE PROGRAMa€?S FEDERAL MANDATES""; ""Leadership Within the Organizational Framework""
""Leadership from the Administration on Aging""
