

Words from the Office of the State Long Term Care Ombudsman

Greetings to everyone,

I am so excited to be able to partner with the Office of Inspector General and having this avenue of communication with all of Kentucky's Long Term Care facilities. The first edition provides an overview of the Long Term Care Ombudsman's program vision.

The Kentucky Long Term Care Ombudsman program is a constantly evolving program. We strive to improve our services to our residents, raise public awareness of the issues of aging, ageism, elder and vulnerable adult abuse and of long term care living. It is the belief of the Kentucky Long Term Care Ombudsman program that outstanding quality care must come from within. We are actively involved in promoting person centered care in all of our facilities and we are working on initiatives in conjunction with the Nursing Home industry and advocacy organizations to help promote and replicate the promising and best practices that have been identified in facilities across the state.

We have begun an organized campaign to recruit additional volunteers within the Ombudsman program. The campaign is called "Be a Buddy- Volunteer in the Kentucky Long Term Care Ombudsman Program". Our goal is to first gain a volunteer in each county, and from there we have a goal of obtaining at least one volunteer per facility in our state. This will assist us in better identifying issues, providing visitation, making a visible difference in the lives of our residents and in building relationships with all the staff working in our long term care facilities. We understand that this is a team effort and although we may come from different perspectives, our goals are the same- quality care and outstanding quality of life for all of our residents.

We are striving to increase opportunities to engage our youth through intergenerational activities. It is the belief of the Kentucky Long Term Care Ombudsman program that these opportunities enrich the lives of the residents as well as our youth. Without these opportunities so much is lost in the way of traditions, respect, value, and connection. We protect only what we love and value, we can love and value only what we know, and we know only what we are taught. These intergenerational opportunities are opportunities for learning, teaching and for sharing. The Ombudsman program strives to engage communities with their often forgotten residents, and likewise seeks to engage our residents with the events occurring in their communities. Everyone is capable of contribution, everyone has a story and everyone's story matters.

If at any time you have a question or concern involving the Ombudsman program, please don't hesitate to contact me directly. I can be reached at (502) 564-6930 or via e-mail at Kimberly.Baker@ky.gov.

I certainly look forward to working together on behalf of our residents. Thank you for all that you do!

Kimberly Baker
State Long Term Care Ombudsman