



Close to Home

News from the office of Kentucky's Long-Term Care Ombudsman

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On behalf of the Ombudsman program I'd like to welcome you to our new publication. Each new year brings change, the opportunity for growth and promise for the future. We hope the launch of this new publication brings about change, growth and promise in advancing our mission to improve communication with residents, volunteers, consumers and providers. We are excited about this new venture and hope you enjoy and benefit from it.

Jackie Strader
State Long-term Care Ombudsman

Meet Our Staff

Kentucky Long-Term Care Ombudsman (LTCO) program staff include: State Long-Term Care Ombudsman Jackie Strader, Director of Quality Programs Angeleta Hendrickson, Program Coordinator Ann Hollen and Regional Ombudsmen Jane Chapman (Eastern) and Kristi Gentry (Western).

Fifteen District Ombudsman serve throughout the state: Andi Sluss, Big Sandy; Kathy Gannoe, Bluegrass; Beth Love, Buffalo Trace; Angela Rigsby, FIVCO; Cheryl Barber, Gateway; Argene Jones, Kentucky River; Pam Pangburn, Northern Kentucky; Ruth Morgan, Barren River; Tammy Williams, Cumberland Valley; Brenda Kennedy, Green River; Mel Pfister, KIPDA; Opal Carter, Lake Cumberland; Carol Dupin, Lincoln Trail; Randa Ramsey, Pennyryle; and Jackie McKinney, Purchase.

Advancing Excellence in America's Nursing Homes

Advancing Excellence in America's Nursing Homes is a two-year, coalition-based, voluntary campaign to monitor key indicators of quality in nursing home care. The campaign also acknowledges the role of nursing home staff in providing care. Consumers and nursing homes are encouraged to be part of the campaign. As of January 2008, almost half of Kentucky's nursing homes had joined the campaign. For more information, visit www.nhqualitycampaign.org.

Bluegrass Ombudsman wins National Award

Kathy Gannoe, District Ombudsman and Executive Director of the Nursing Home Ombudsman Agency of the Bluegrass, received the Howard Hines Advocacy Award at the NCCNHR conference in October 2007. The award honors an individual who has effectively advocated for residents on the local level. Our sincere congratulations and best wishes for continued success to Kathy.





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“Home Sweet Home”

We have all said this upon returning from a vacation, a hospital stay or any extended period away from home. Webster’s Dictionary defines home as a place of residence; the social unit formed by living together.

Many people have to leave homes they have known for years to move into nursing facilities, personal care homes or family care homes. More than 34,000 Kentuckians currently make their home in these settings. The Long-Term Care Ombudsman Program is pleased to join the national movement to transform the culture in America’s nursing homes by encouraging a move away from traditional institutional models of care to a culture of individualized care. Residents’ interests, lifestyles and choices are at the heart of this person-centered care model.

The LTCO program recently has partnered with Health Care Excel, the Quality Improvement Organization, and provider associations to form the Kentucky Coalition for Person-Centered Care. The mission of the coalition is to collectively bring about culture change and work to develop and affirm long-term living choices of care and service for Kentuckians.

Tools of the Trade

The National Multiple Sclerosis (MS) Society has developed guidelines to help those caring for people with MS in long-term care facilities. These guidelines include clinical practice information, practical tips and best practices in MS-related nursing and daily care, rehabilitation, psychosocial needs and cognitive issues.

To access this guideline, go to:

www.nationalmssociety.org/site/PageServer?pagename=HOM_PRO_prc_publications and scroll down to the section titled Resource Materials for Long-Term Care.

Contact Information:
275 E. Main St., 1E-B
Frankfort, Ky 40621
502-564-5497
1-800-372-2991
jacquel.strader@ky.gov

