

Catching all the data 201 - Activities Case Study

On January 3, 2013 Olivia Benson, volunteer Ombudsman at the Queen City Adult Home in Buffalo received a phone call from Christian Reitler, Ombudsman Program Coordinator asking her if she would be available to do an in-service at the Queen City Adult Home for new resident care aides on January 10, 2013. Olivia was more than happy to participate in the in-service. Olivia was on the phone with Christian for approximately 15 minutes.

On January 10th, Olivia drove 15 minutes to her facility and arrived at approximately 2:30pm. Her in-service training wasn't until 3:30pm, so Olivia decided to go walk through the facility to see if any residents wanted or needed to meet with her. As Olivia walked by the dining area, she saw one of the residents wave her over. Casey Novak, resident was sitting at a table with two younger women. Olivia walked over and introduced herself to the ladies. As it turns out, Casey has twin daughters who live in Florida. Olivia took this opportunity to explain to the ladies her role as an Ombudsman. She let Casey and her daughters know that they could always contact her through the local Ombudsman program if they ever have any questions or concerns about their mother's care. Olivia strolled through the hallways, and observed many of the residents to be resting comfortably in their rooms or enjoying the therapy dog, Max who comes to visit on Thursday afternoons. At 3:30pm, Olivia made her way to the staff training room, and gave her presentation to the six new employees about the Ombudsman program. Her presentation, including Q&A lasted 1 hour. After the training, Olivia stayed to answer any questions that the staff may have had. She also sat down in the lobby to fill-out her Monthly Activity Reporting Form; this only took 10 minutes.

On January 12, 2013 Olivia attended an open house at Hospice Buffalo to learn about their services so that she could be better informed as a Long-Term Care Ombudsman. The open house was for 2 hours. Her round trip travel time was 1 hour.

On January 14th Olivia arrived at her facility at 9am. She was stopped on the 3rd floor by the new Maintenance Manager, Manny Delgado. Manny had never seen Olivia before, and wondered who she was. Olivia introduced herself to Manny and gave him a brochure about the Ombudsman Program.

While on the 4th floor, Olivia ran into the Case Manager, Gloria Prichett. Gloria told Olivia that one of her residents, Cameron Tucker wanted to speak with her soon; she didn't know why. So, Olivia went to visit Mr. Tucker's room. Mr. Tucker was happy to see Olivia because he had a concern that he wanted to address with her. Mr. Tucker was concerned that another resident, Sheldon Cooper was taking the petty cash from his room.

Mr. Tucker asked Olivia for help with his problem. Olivia had Mr. Tucker sign the Ombudsman Authorization Form so that she could work to resolve his problem. Olivia had a hunch that this might take some time to resolve. Olivia suggested that perhaps she and Mr. Tucker should meet with the Administrator, Howard Wolowitz to discuss this particular problem. Mr. Tucker agreed that this was a good idea. So, Olivia went down to the Administrator's office to schedule a meeting for the three of them to discuss the problem. Mr. Wolowitz said that he could meet with Mr. Cooper and Olivia on January 18th at 3pm.

At 11:00am, Olivia made her way to the Resident Council meeting. She was asked to attend by the Council President. The meeting finished around noon, and Olivia sat down in the dining room to complete her Monthly Activity Reporting Form; this took 10 minutes.

On January 18th, Olivia arrived at the facility at 2pm. Olivia knew that a new resident, Leonard Hofstadter just moved in yesterday, so she wanted to introduce herself to him. Olivia explained to him her role. Leonard wanted to know some information; he wasn't clear about when meals were served in the dining room or what kind of outings the facility offered. So, Olivia wrote down the times of the congregate meals; 12pm for lunch and 5pm for supper. She explained that he could come to the dining room for breakfast or eat in his suite if he preferred. She also showed him where the large activity calendar was in the hallway, and how it listed the scheduled outings. Mr. Hofstadter was grateful for the information!

As Olivia headed to the Administrative conference room to meet Mr. Tucker and Mr. Wolowitz, she was stopped by Penny, a resident. Penny wanted to know if the activities department was offering a "Saturday Night Movie" tomorrow. So, Olivia showed Penny her copy of the activities calendar for January. According to the calendar, the movie, Breakfast at Tiffany's was showing at 6pm.

When Olivia got to the meeting, she was greeted by the case manager, Gloria. Gloria said that Mr. Wolowitz had a family emergency with his mother, and needed to reschedule their meeting. Mr. Tucker agreed to meet another day. Olivia decided to interview a few other residents today on Mr. Tucker's floor to see if they have lost any money, or feel that money has been stolen from their rooms.

Olivia was walking through the building when she was stopped by another resident, Amy Farrah Fowler. Amy wanted to know if she had the right to give the activities department some ideas about activities that she would like to do; particularly nature walks in the springtime. Olivia informed Amy that she does have the right to suggest activities, because this is her home. She told Amy that the activities department should be open to her ideas, and work to include them. Amy thanked Olivia for the great information. It was 5pm, and Olivia was getting hungry for dinner, so she decided to call it quits for the day. Olivia took 15 minutes in her car to jot-down her activities before heading home.

On January 28th, Olivia arrived at the facility at 10am. She was greeted by Gloria, the case manager. Gloria wanted to touch base with Olivia because she was working with a resident who wants to modify her Power of Attorney. The resident has limited financial resources to obtain an attorney, and Gloria wanted to know if there were any options in the community for free or low cost services. Olivia recalled from a previous Ombudsman in-service at the Red Cross, that Legal Services for the Elderly in Buffalo often assists in this capacity. Olivia wrote down the telephone number and gave it to Gloria.

Olivia had a busy day; she introduced herself to 3 new residents. Mr. Wolowitz informed Olivia that Mr. Tucker scheduled a meeting with him about the missing money on February 1st at 8:30am.

Olivia had to leave the facility at 12pm, to make her haircut appointment in time. After her haircut, Olivia sat down at home to do her Ombudsman paperwork for January; she knew that her next visit would be February 1st. It took her 20 minutes to do her paperwork.