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WEBINAR:

**Improving Quality Care
Through Advocacy: Benefits of
Collaborating with the Long-Term
Care Ombudsman Program**

**REBECCA ALDER
& CLAUDETTE ROYAL**
NYS OFFICE OF THE AGING



FEBRUARY 19 • 2025
10:00 am - 11:30 am

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PROGRAM OVERVIEW:

This session will provide attendees with a basic framework of the history, structure, authority, and function of the NYS LTC Ombudsman Program.

- The top 10 DOH deficiencies in both SNF and ALF settings and how the LTC Ombudsman program can assist in helping prevent those citations
- An Ombudsman can help with that? Utilizing your Ombudsman as a resource to identify solutions for difficult or unique situations (*Ombudsmen are in multiple facilities and may have seen similar situations and can bring a different (prospective/perspective) and point of view*)
- Real life examples of positive outcomes when facility staff and Ombudsmen work together to improve quality of life and ensure Resident's Rights are protected

TARGET AUDIENCE:

Administrators, Executive Directors, Directors of Nursing, Assistant Directors of Nursing, Nurse Educators, and other Interdisciplinary Team Members



REBECCA ALDER
NYS OFFICE OF AGING

Rebecca Alder has a diverse background in long-term care. After earning a BS in Health Care Administration (concentration in Nursing Home Administration), Rebecca went on to work in LTC Assisted Living facilities. She has held several positions in the field, focusing on Administration, Community Outreach and Admissions. Rebecca has also worked in Quality Assurance (hospital setting) and Medicaid Managed Care. In 2019, she joined the NYS Long Term Care Ombudsman program as a Regional Coordinator and then eventually promoted to Regional Director. In her role as Regional Program Director, she was responsible for Ombudsman resident access for over 7,000 residents in 64 facilities. In her 5 years + as a Regional Director, Rebecca developed a love for training and educating new staff and volunteers. In October of 2024, she joined the state LTCOP team as an Assistant State Ombudsman, Training and Development. Rebecca is responsible for training all new Ombudsman throughout NYS, as well as developing new trainings for regional Ombudsman and presentations for community outreach. She currently splits her time residing in Albany and Syracuse, NY and is attending classes to complete her Master's in Public Administration.

PROGRAM INSTRUCTOR:



CLAUDETTE ROYAL
NYS OFFICE OF AGING

Claudette Royal has served as the New York State Ombudsman since 2017 for the Office of the State Long Term Care Ombudsman. She oversees all programmatic operations for the program in the 15 regions across the state. She has over 25 years of experience in long term care, having worked with the OPWDD population coordinating services in the residential and day program settings and serving as a social worker in a nursing home. Immediately prior to her current role, she served as a social worker/discharge planner for 13 years in a rural hospital in upstate NY. She has extensive knowledge navigating the long-term care system, and the barriers residents face living in these facilities.

GENERAL INFORMATION & DETAILS:

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QUESTIONS?

ERIN ARMSTRONG

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FEBRUARY 19-2025



**IMPROVING QUALITY CARE THROUGH ADVOCACY:
BENEFITS OF COLLABORATING
WITH THE LONG-TERM CARE OMBUDSMAN PROGRAM**

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