



National Association of State Long-Term Care Ombudsman Programs

August 13, 2008

Dear Administrators, Staff, Advocates, Family Members and Residents of America's Nursing Homes:

As the third year of the Advancing Excellence in America's Nursing Homes Campaign gets underway, NASOP encourages your continued support of the campaign's goal of improving the quality of life and quality of care of nursing home residents. We are pleased to have been invited to join the Steering Committee in 2008, underscoring the critical importance of ombudsmen and advocates to the campaign.

The campaign has reenergized the community of providers, staff, ombudsmen and other advocates who have the best interests of the consumer at heart. We believe that successful partnerships between all these interests are vital to protect the rights and dignity of our valued elders. We offer our help to providers interested in working to bring excellence to their facilities and especially to consumers who should all expect excellence.

The campaign presses critical areas of nursing home practice, such as consistent assignment and reducing staff turnover, to the forefront which creates the opportunity for real change in the long-term care environment. The campaign also emphasizes that measurement of resident satisfaction is a vital component of quality improvement, without which residents' voices may not be heard. Ombudsmen are in firm support of these initiatives and are pleased to offer their assistance to consumers and wishing to join the campaign and make a difference in the lives of their residents.

Please join with the thousands of other providers, family members, ombudsmen and residents of America's nursing homes as we continue the efforts to advance excellence.

Sincerely,

Beverley L. Laubert

Beverley L. Laubert
Ohio State Long-Term care Ombudsman

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