

## **A Story of Compassion and Advocacy: How Our Long-Term Care Ombudsman May Have Just Saved Five Lives**

In a world where elderly are often forgotten, there are heroes who step up to ensure they receive the care and dignity they deserve.

This is the story of Laura Krueger, an Associate Long-Term Care Ombudsman at Catholic Charities, and her team who recently had a profound impact on the lives of five elderly and disabled residents in a local nursing home.



### **A Call for Help**

Laura was called to a nursing home where five residents faced an alarming situation. Medicaid had informed them that their benefits were being cut off. In just 30 days, these vulnerable individuals would have to leave the nursing home and fend for themselves without safe or appropriate housing, maybe to a homeless shelter.

The reasoning? Medicaid claimed they no longer needed assistance.

### **The Reality of Their Needs**

Upon arriving, Laura quickly realized the gravity of the situation. As she spoke with each resident, it became clear that their need for care was undeniable. Some were on oxygen, battling heart failure, or unable to manage basic daily tasks like toileting. Laura knew that if these residents were forced into homeless shelters, their chances of survival would be slim.

### **A Cause for Compassion**

So Laura went to work. She meticulously documented their needs and the reasons they should be allowed to stay. Her findings were heart-wrenching:

- One person required oxygen 24/7, had difficulty walking, suffered from repeated seizures, and experienced constant anxiety about a potential drug relapse.
- Another had four stents, a poor liver, stage 3 kidney disease, and needed pain medication for severe back pain. Their inability to walk short distances made living alone impossible.

It was clear that there was no way these people would survive in a shelter.

### **The Power of Advocacy**

Thanks to Laura's dedication, four of the five residents have been granted continued Medicaid support and allowed to stay. The fifth case is still in progress, but Laura and her team remain confident that a positive outcome is on the horizon.

Laura's work exemplifies the mission of Catholic Charities of Louisville: to serve our community with compassion and to advocate for the most vulnerable among us. The Long-Term Care Ombudsman program is committed to standing up for those who cannot stand up for themselves, ensuring they receive the care and dignity they deserve.

Your support makes outcomes like these possible. Together, we can continue to make a difference in the lives of those who can't speak for themselves. We're all in this together.

**INTERESTED IN VOLUNTEERING?** Contact Jamie Barnes at [jbarnes@archlou.org](mailto:jbarnes@archlou.org) to learn more.

###