Quantifying LTCOP Performance

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AoA helps State Ombudsman Programs to assess performance through a variety of activities:

- State Plan reviews and approvals
- Program guidance and interpretations
- Providing a framework for the National Ombudsman Reporting System
- Technical assistance and/or other intervention when issues arise and through…
- AoA Checklist in NASUAD Primer

» Evaluation
Domains of Evaluation

- State Compliance with OAA
- Organizational Structure
- Conflicts of Interest
- Effectiveness
- Adequacy of resources (financial, legal, staff and volunteers)
- Coordination with other agencies
- Expansion to other services and/or populations
1995 - Institute of Medicine

Exemplary, Essential and unacceptable Practices - Topics include:

- Office Structure;
- Qualifications;
- Legal Resources,
- Individual Resident Advocacy

Staffing Recommendation for effective program management = 1 FTE paid Ombudsman per 2000 LTC beds
IOM report effectiveness section delineates:

- Exemplary Practices
- Essential Practices
- Unacceptable Practices
**Current AoA Measures for 2013 Congressional Budget Justification**

**Narrative on Outcome data**

Outcome data (displayed in the summary tables at the end of this section) demonstrate the success of this program in protecting older Americans in an efficient and effective manner. The percentage of the complaints processed by ombudsmen that were fully or partially resolved to the satisfaction of the resident has consistently remained near 75 percent, demonstrating both the efficiency of the program and its ability to produce positive outcomes for residents. The average number of complaints per facility at 3.05 is on track to meet the projected 2012 target. A new outcome measure was added to further evaluate the level of success in resolving resident problems. Outcome 2.14 will target a decrease in complaints that are not resolved to the satisfaction of the resident.
Current AoA Measures for Congressional 2013 Budget Justification

http://www.aoa.gov/AoARoot/About/Budget/DOCS/FY_2013_AoA_CJ_Feb_2012.pdf

• Outcome Measure: Decrease the average number of complaints per LTC facility
  
  FY 2010 Target = 4.06   Outcome = 3.05

• Decrease the number of complaints NOT resolved to the satisfaction of the resident
  
  Target 2012 = 11,293
Congressional Budget Justification - Continued

Indicator/Outputs:

• Decrease the number of complaints
• Number of Ombudsman Consultations
• Facilities regularly visited not in response to a complaint
The Older Americans Act requires AoA to conduct evaluations of OAA programs. The requirements stipulated under 206(a) of the OAA direct AoA to measure and evaluate the impact of all programs authorized by this Act, their effectiveness in:

- achieving stated goals... in relation to their cost,
- impact on related programs,
- their effectiveness in targeting for services and their structure and mechanisms for delivery of services.
AoA Evaluation Project- Part One

- AoA Office of Performance and Evaluation conducting LTC Ombudsman Program Evaluation on:
  - Efficiency, Effectiveness and Outcomes
  - including looking at changes that have occurred in the long-term care environment, i.e., a shift in greater consumer residential options and an increasingly older, more impaired, and diverse long-term care residents that have placed greater and more complex demands on programs.
Program Evaluation - Purpose

- Specifically, the evaluation will consider program efficiency, including cost and resource utilization, and program effectiveness at the client, family, facility, municipal/State, and national levels.
Program Evaluation – Technical Assistance Group (TAG)

• The TAG is comprised of experts in long-term care, research, long-term care ombudsmen both state and local and other key stakeholders such as Area on Agency and State Unit Directors.

• The TAG will also give input into subsequent tasks such as the development of research questions and the identification of data collection tools and data sources.
Program Evaluation – Logic Model

• A key task for the project involves the development of a program logic model to provide a common understanding of how the program operates and to serve as a foundation for the evaluation of the ombudsman program.

• The logic model and other work are developed in coordination with AoA staff and with the Technical Assistance Group (TAG).
Program Evaluation

• These activities will be completed over a 16 month period, from September 2011 to January 2013.

• Once the Evaluation Process is complete a Phase Two will occur with AoA conducting a competitive process to have a contractor conduct program evaluations using the processes developed.
• **Evaluation Tool Kit**
  
  • Institute of Medicine – (1995)  
    “Real People, Real Problems”
  
  
  • NORS (National Ombudsman Reporting System) & AGID (Aging Integrated Database)  
  
  • Other State Specific Resources  
    [www.ltcombudsman.org](http://www.ltcombudsman.org)