

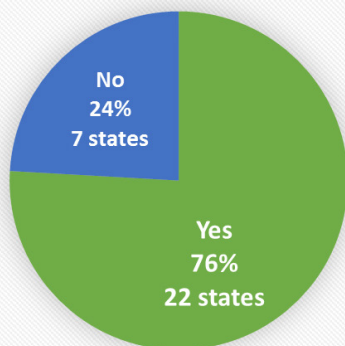
HOW STATE LONG-TERM CARE OMBUDSMEN INCLUDE PROGRAM REPRESENTATIVES IN THE IMPLEMENTATION OF THE FINAL RULE

NORC asked State Ombudsmen how they were including program representatives (ombudsmen staff and/or volunteers) in the implementation of the LTCOP Final Rule. Below are highlights from the results. 31 out of the 53 state ombudsman programs responded to this query.

The top five ways State Ombudsmen included program representatives in the implementation of the rule:

1. Distributing information about the Rule (e.g., copies of the Rule, NORC charts regarding the Rule) (83.9% of respondents – 26 states)
2. Gathering input from program representatives on implementation, including policy changes (74.2% of respondents – 23 states)
3. Sharing their (State Ombudsmen) process for reviewing the Rule and ensuring compliance (71.0% of respondents – 22 states)
4. Providing training on the Rule (67.7% of respondents – 21 states)
5. Encouraging participation in national webinars about the Rule (61.3% of respondents – 19 states)

Have you received any feedback from program representatives?



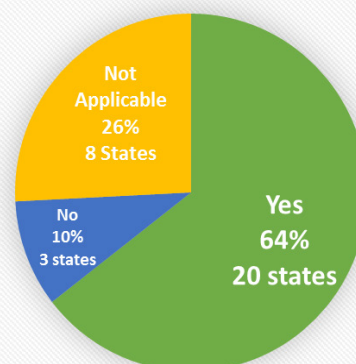
■ Yes ■ No

Common feedback that was received from program representatives:

- “General questions and apprehension regarding changes to the state program.”
- “Questions specifically regarding personnel and program oversight, ombudsmen not being mandatory reporters, and abuse reporting.”
- “Suggestions have been made on policies and forms that are better suited for use by representatives.”

Most states with local ombudsman entities are providing information and training regarding the rule to host agencies the same way they are for program representatives.

Are you educating host agencies on the Rule?



■ Yes
■ No
■ Not Applicable