

FFY 2022 PROGRAM PERFORMANCE

Wyoming Department of Health Long Term Care Ombudsman Program

FFY 2022 Target 60% N/A	FFY 2018 40.34% 3.41% N/A	FFY 2019 40.51% 3.08% N/A	FFY 2020 74% 4.47%	FFY 2021 89% 4.44%	98% 0%
0%	3.41%	3.08%			
			4.47%	4.44%	0%
N/A	N/A	NT/A			
		N/A	N/A	N/A	3%
50%	57.14%	53.33%	84.61%	82.14%	100%
50%	55.88%	58.33%	100%	85.71%	100%
5	0	0	0	6	2
10	0	1	1	5	2
		5 0	5 0 0	5 0 0 0	5 0 0 0 6

OUTPUTS AND EFFICIENCIES									
Performance Metric	FFY 2018	FFY 2019	FFY 2020	FFY 2021	FFY 2022	2021 Q1-Q2	2021 Q3-Q4	2022 Q1-Q2	2022 Q3-Q4
OUTPUTS									
# of visits to all LTC facilities by an Ombudsman	327	294	114	107	125	1	106	125	135
% of nursing homes, assisted living facilities, & boarding homes (75 total) visited by an Ombudsman quarterly	98.7%	98.7%	34%	69.7%	86%	N/A	N/A	86%	85%
# of cases closed	151	384	54	80	61	47	33	61	42
# of complaints received	182	390	67	107	74	63	44	74	50
# of activities completed	1,448	1,493	1,969	1,069	555	466	603	555	706
*Information not available at this time.									

EFFICIENCIES									
Cost per person (Cases + Activities / Total \$)	\$202	\$130	\$104	\$222		N/A*	N/A*	N/A*	N/A*
N/A* indicates data not available on a quarterly bas	is.								

FFY 2022 PROGRAM PERFORMANCE



Department of Health Long Term Care Ombudsman Program

Story Behind the Performance

- There were zero complaints that the RLTCO were unable to resolve, six cases were referred to the Office of Healthcare Licensing and Surveyors and four complaints were withdrawn by the complainant.
- The potential increase in the number of closed cases to the Ombudsman program in the first half of FFY 2022 compared to the two previous years may be a combination of two factors. One an increase in training of cases vs activities and the other reason may be the various outreaches regarding the Ombudsman program, including the new resident packets, commercials, placemats and a second round of pets.
- Although there is an increase in cases it is a possibility that there may be more and there may have been some that were incorrectly entered as an activity instead of a case. Although some incorrect entries are corrected with 30 day reviews it is possible some are not captured.
- The program will reevaluate recruitment and retention for the Volunteer program to enhance growth.
- FFY2022 started out somewhat slow in quarter 1 with facility visits due to a turnover in the Riverton Office but by quarter 2 all facilities were visited at least once. In quarter 3 and 4 not all facilities were visited due to staffing and an occasional facility outbreak. We worked with Spectrum and developed a package that would reach more viewers with our already developed commercial.
- The Program started the year off with a new RLTCO in the Casper office. Two new RLTCO joined the program in Riverton this year and they have both left, the last one left the program in September. At this time we have two full time RLTCO and one starting in November.
- The program continues to maintain and improve stakeholder relationships, recruit for the volunteer program, reach out to residents and their loved ones in nursing homes, assisted living facilities, and boarding homes through various ways and to provide Ombudsman training and education to improve job performance and knowledge.