



## 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unable to resolve, six cases were referred to the Office of Healthcare Licensing and Surveyors and four complaints were withdrawn by the complainant.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.