

The Office of the Long Term Care Ombudsman

Residential
Facilities
(RFO)

Long Term
Care
Facilities
(LTCO)

Public
Guardian/
Conservator
(OPG)

Residential
Ombudsman
& Public
Guardian
Board

Ways and Means Subcommittee Presentation
February, 2019

OLTCO: Our Mission

To protect the individual rights, promote independence, and ensure quality of life through informed advocacy and education for Oregonians living in long-term care and residential facilities and Oregonians with decisional limitations.



OREGON
LONG-TERM CARE
OMBUDSMAN



Residential
Facilities
Ombudsman
Program

2017-2019

Office of the Long-Term Care Ombudsman

Governor

Residential Ombudsman
& Public Guardian
Advisory Board

Director/
LTCO

Deputy Director

OPERATIONS

OPERATIONS

OPERATIONS

Deputy LTCOs (7)

Volunteer
Recruitment
Team (1.5)

Data
Specialist

RFO

OPG

Certified
Ombudsmen
Volunteers
(160-200)

Recruitment
and Screening
Volunteers
(18)

Receptionist

Deputy
RFOs (5)

Admin
Specialist

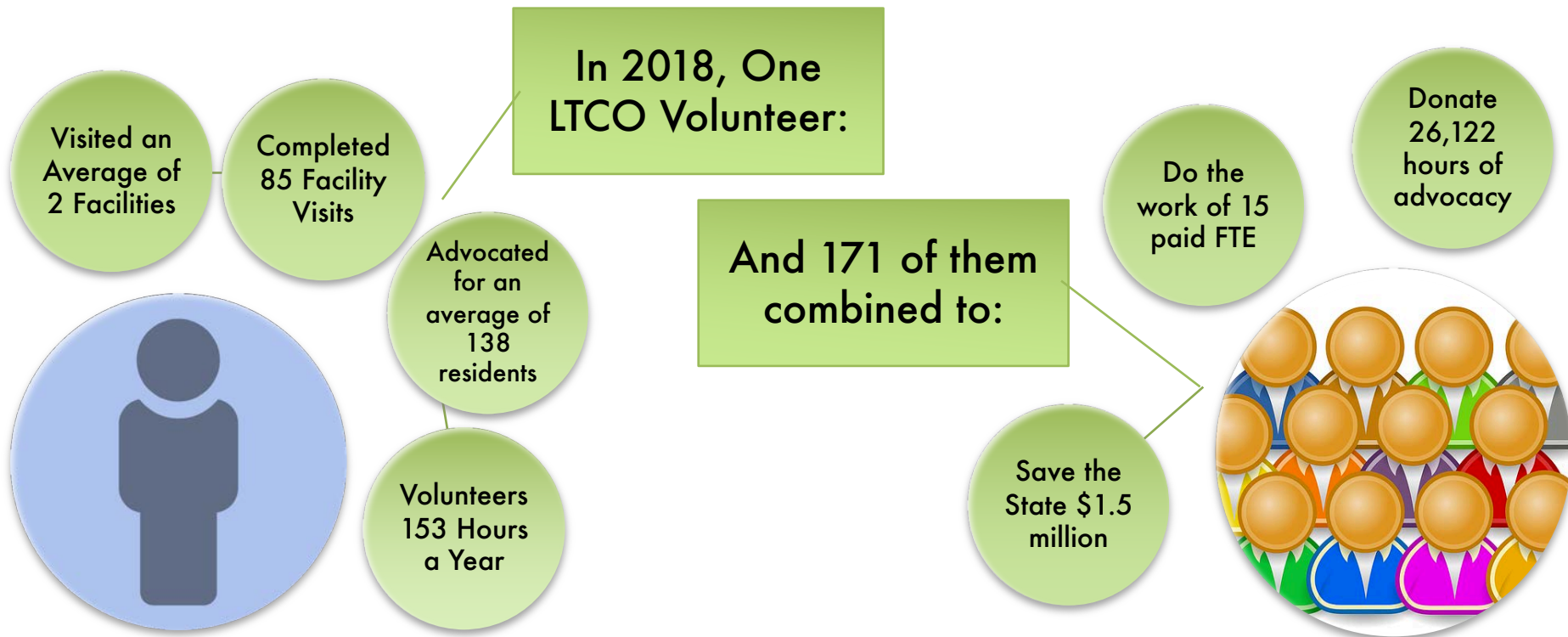
Deputy
OPGs (4)

Admin
Specialist

RFO Certified
Ombudsmen
Volunteers
(4)

Long Term Care Ombudsman - LTCO Volunteers

Volunteers visit their assigned facilities on a weekly basis, making them the most consistent and frequent State presence in a long-term care facility and uniquely able to identify potential issues involving resident safety, service quality, protection of rights and environmental factors well before any other State agency would be aware of them.



Long Term Care Ombudsman - LTCO 2018 Accomplishments

- ❖ Covered **51.3%** of the **685** facilities in Oregon
- ❖ Delivered **14,500** visits to residents living in long-term care facilities
- ❖ Assisted residents with **4,813** complaints providing some level of resolution to **88%** of cases
- ❖ Supported **171** volunteers that gave **26,122** hours of service
- ❖ Provided long-term care education to **1,731** individuals

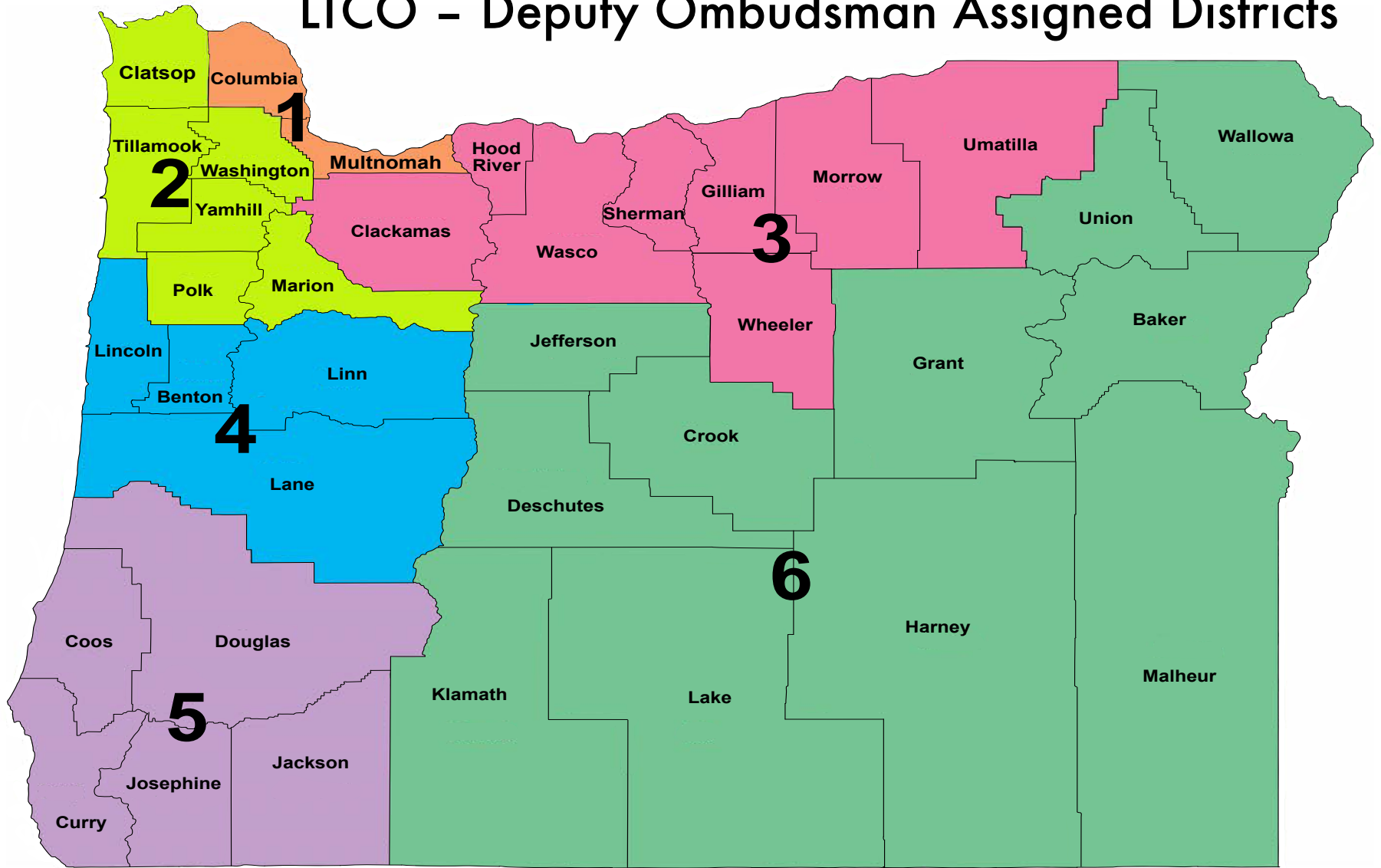


Long Term Care Ombudsman - LTCO

Top 6 Resident Complaints 2017-2018

Complaint	Total Complaints	Nursing Homes	Residential Care	Assisted Living	Adult Foster
Discharge/Eviction - Notice, planning, procedure, implementation	265	102	67	73	22
Medications - Administration & organization	192	72	44	74	2
Menu - Quality, Quantity, Choice	156	57	37	55	7
Care Plan/Resident Assessment - Failure to follow plan, inadequate	151	50	38	59	4
Dignity – Respect	123	43	34	41	4
Failure to respond to requests for assistance	122	74	24	23	1

LTCO - Deputy Ombudsman Assigned Districts

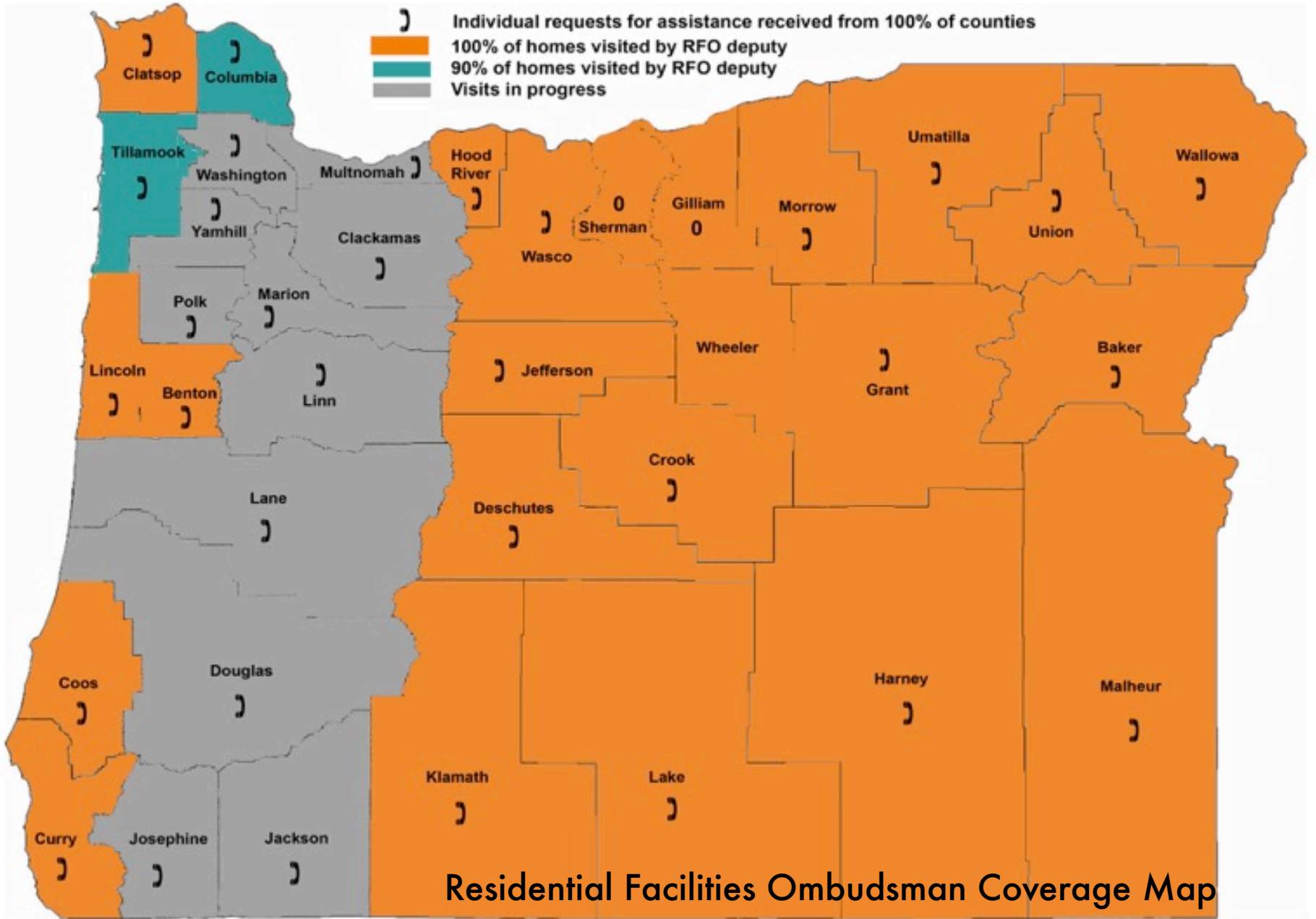


7 Lead Deputy - Statewide Support, Volunteer Trainer, Deputy on Duty

Residential Facilities Ombudsman - RFO Accomplishments 2017-2018

- ❖ Home visits have reached **2,500** individuals
- ❖ Conducted **807** total visits to **502** homes  Increased 52%
- ❖ Opened **527** Cases comprised of **1,272** separate issues
- ❖ Resolved **444** Cases  Increased 706%





Residential Facilities Ombudsman - RFO

Top 5 Categories of Individual Complaints

- ❖ Right to participate and direct one's own care
- ❖ Right to make day-to-day life choices related to clothing, diet, schedule, work and leisure
- ❖ Right to participate in the community at large and activities of one's own choosing
- ❖ Right to develop and maintain relationships, visit, date, marry, and live together
- ❖ Right to know, understand, and receive supports in pursuing remedies for grievances



Oregon Public Guardian/Conservator 2018 Accomplishments

- ❖ Exponential growth – at/near program capacity
- ❖ **2** Deputies hired – Covering Southern & Central Oregon
- ❖ **80** Current Individuals served
 - Appointed as Guardian for **51** protected persons
 - **15** pending court appointment
 - **14** in assessment process

Increased 240%



Oregon Public Guardian/Conservator

Protected Person's Served by OPG:

- 32** Abused/Exploited by the current guardian or family member
- 12** Restricted to the State or Local Hospital unable to be discharged without guardian oversight
- 18** Living in a Chronic Cycle of homelessness, jail, or hospital
- 9** Experiencing other serious situations and requiring guardian oversight
- 11** of the above persons are Veterans

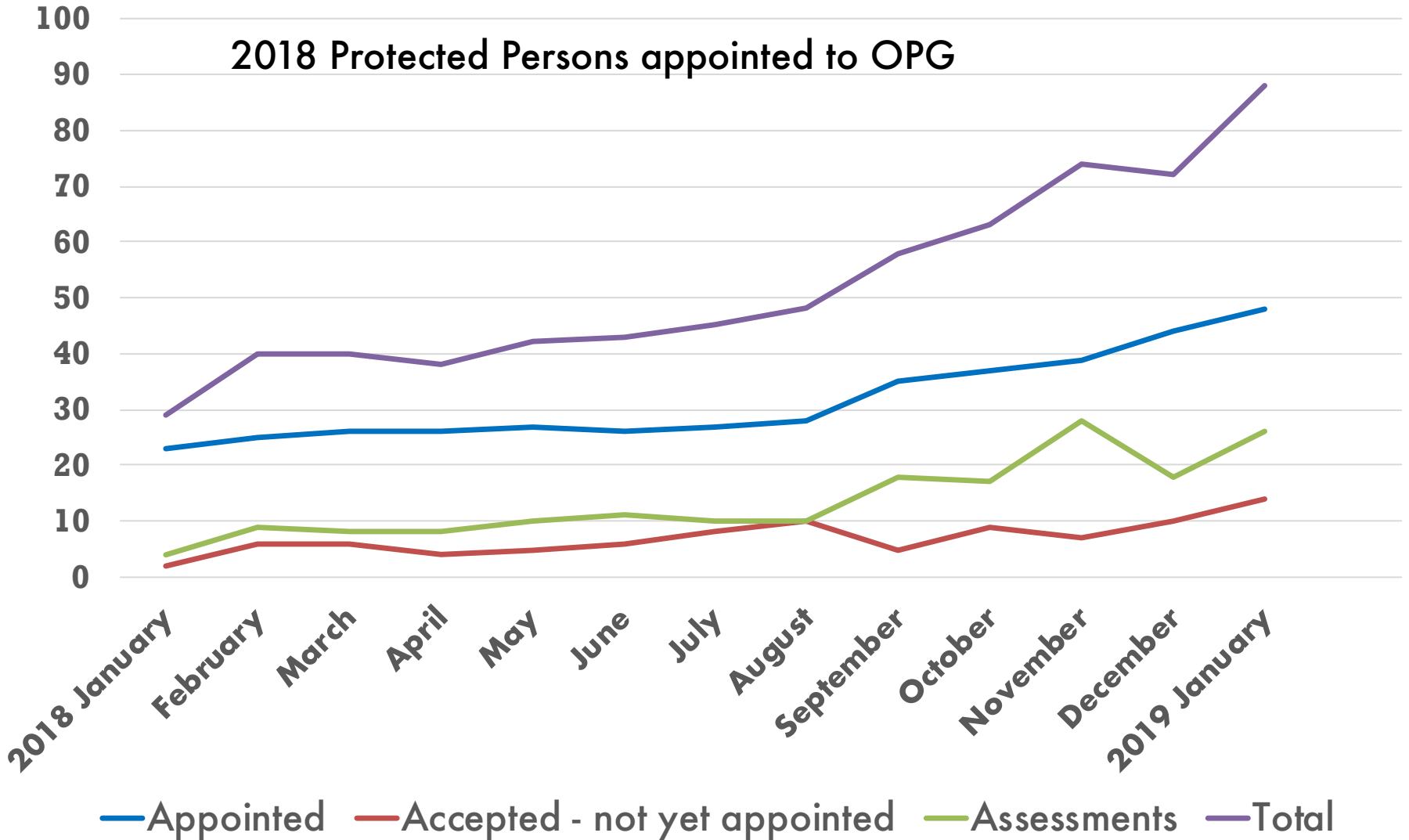


Oregon Public Guardian/Conservator

PLACEMENT TYPE LEVEL OF CARE	MONTHLY COST OF CARE	MONTHLY SAVINGS AFTER OPGC APPOINTMENT
Residential Treatment/Care Facility (type of residence for OPGC Individuals)	\$ 17,743	
State Hospital	\$ 25,797	\$ 8,054
Local Hospital	\$ 87,000	\$ 69,257



Oregon Public Guardian/Conservator OPG



KEY PERFORMANCE MEASURES

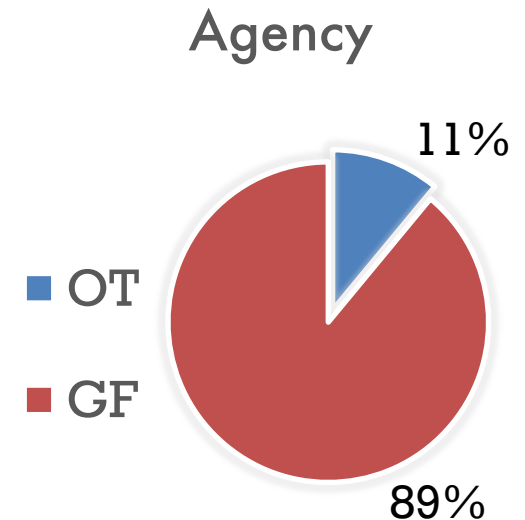
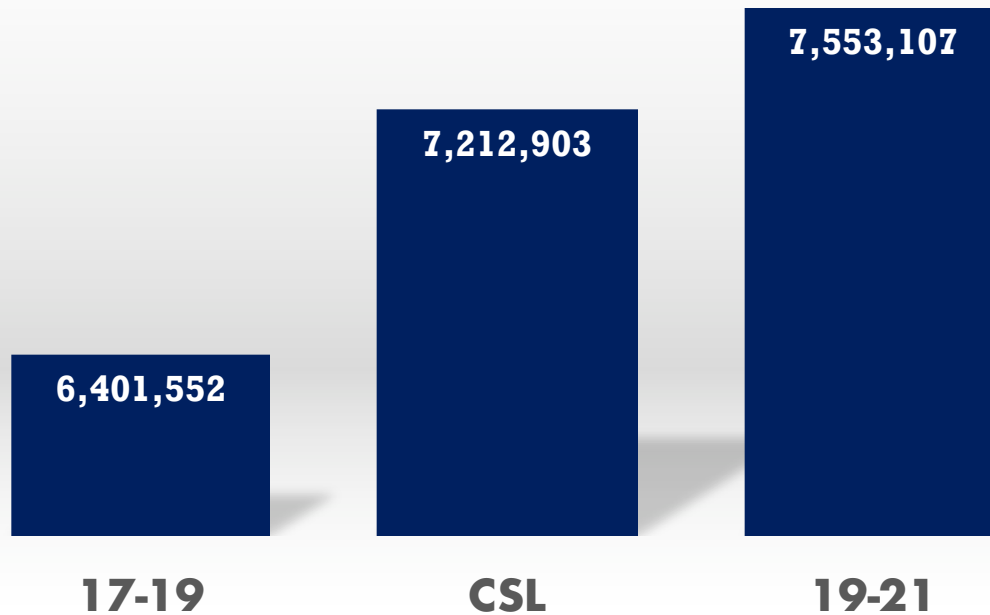
Proposed changes:

- ❖ Language change to measure response time in **business days** (KPM 2&3)
- ❖ Clarifies language to “assigned” LTCO Volunteer (KPM 4&5)
- ❖ Adds 2 KPMs for Oregon Public Guardian and Conservator program
 - Number of hospitalizations, ER visits, arrests, or psychiatric holds of OPGC clients during the reporting period.
 - Number of referrals diverted away from OPGC by finding less restrictive alternatives. *(New for OPGC and deletes KPM 7)*
- ❖ Delete KPM 6, 7, 8
 - 6. Current = AFH annual visits
 - 7 & 8 = Not indicators of mission success

OLTCO: Agency Budget

	17-19	CSL	19-21
AGENCY	6,401,552	7,212,903	7,553,107

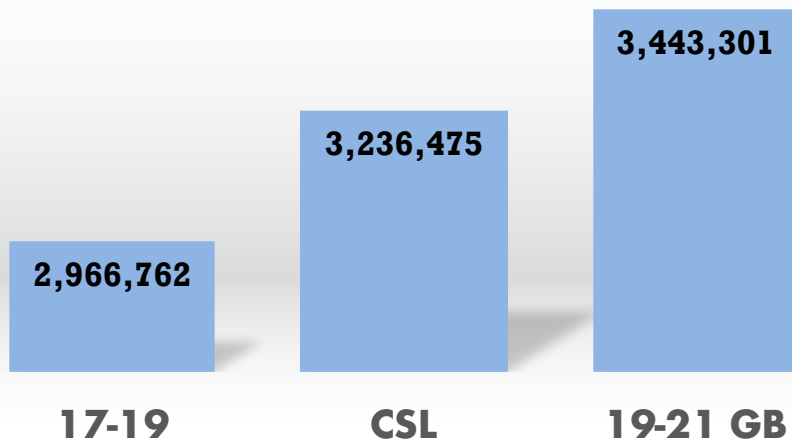
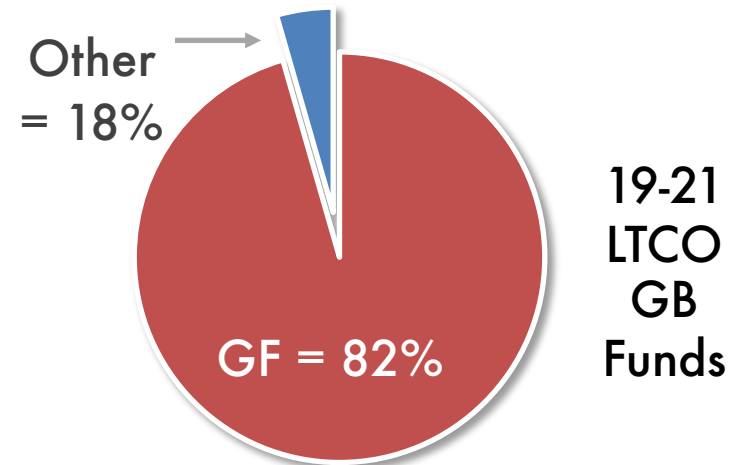
OLTCO



Long Term Care Ombudsman - LTCO

Established: 1972 (Federal)
1985 (State)

Scope: 45,000 Residents
Nursing Facilities
Assisted Living
Residential Facilities
Adult Foster Care
Covering 51.8% of Facilities



Residential Facilities Ombudsman - RFO

Established: 2013 (State)

9-2015 Ombudsman hired

7-2016 Deputies hired & Home visits begin

Scope:

8,000 Residents

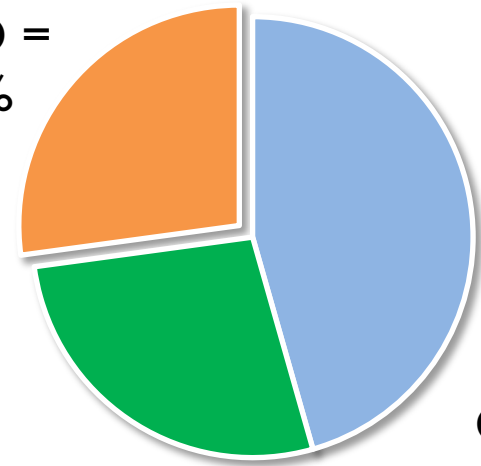
2,400 Facilities

Mental Health: 3 Home/Facility Types

Intellectual and/or Developmental Disabilities:

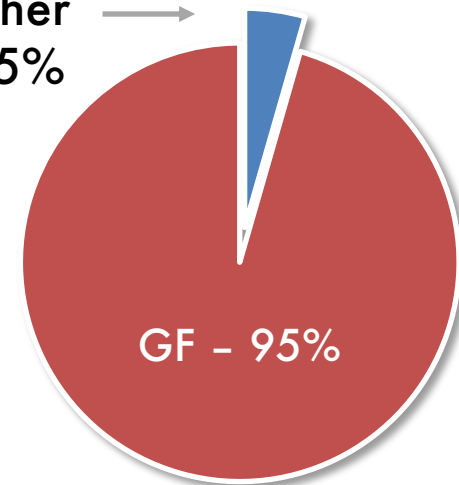
5 home/facility Types of children & adults

RFO =
27%

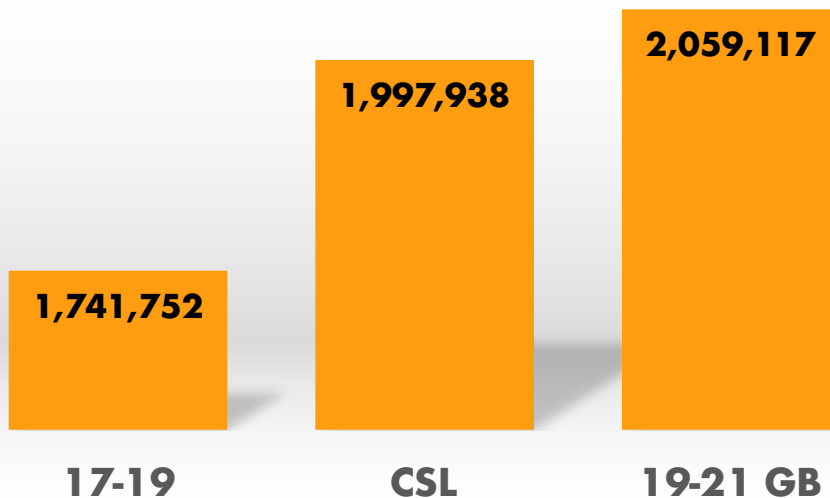


19-21
OLTCO
GB

Other
= 5%



19-21
RFO
GB
Funds

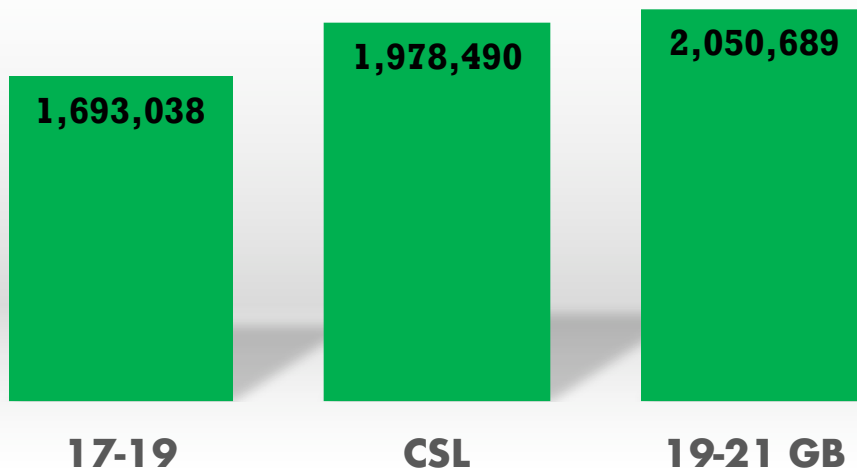
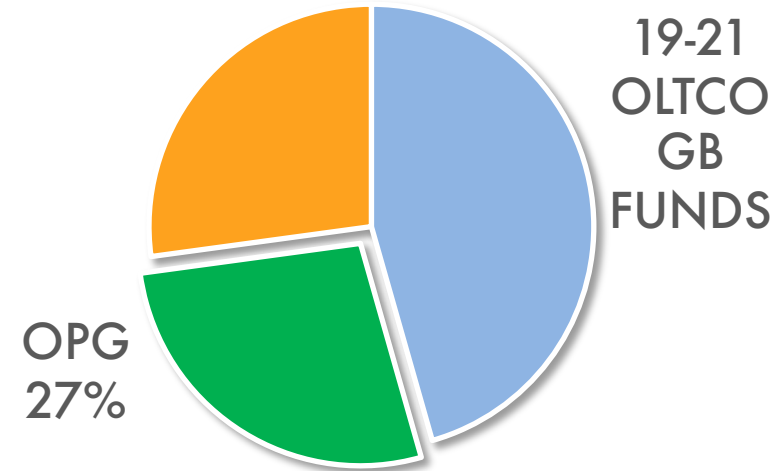


Oregon Public Guardian/Conservator OPG

Established: 2014 (State)

Scope: Oregonians Who:

- Are At Serious Risk
- Are Unable to Make Decisions
- Lack Any Other G/C Options



GB Investments in Volunteers / Rights Protections

GB Recommendations:

- ❖ 1.0 FTE LTCO Deputy to support 35 more volunteers
- ❖ 0.5 FTE Volunteer Recruiter
- ❖ Funding for IT / volunteer supports

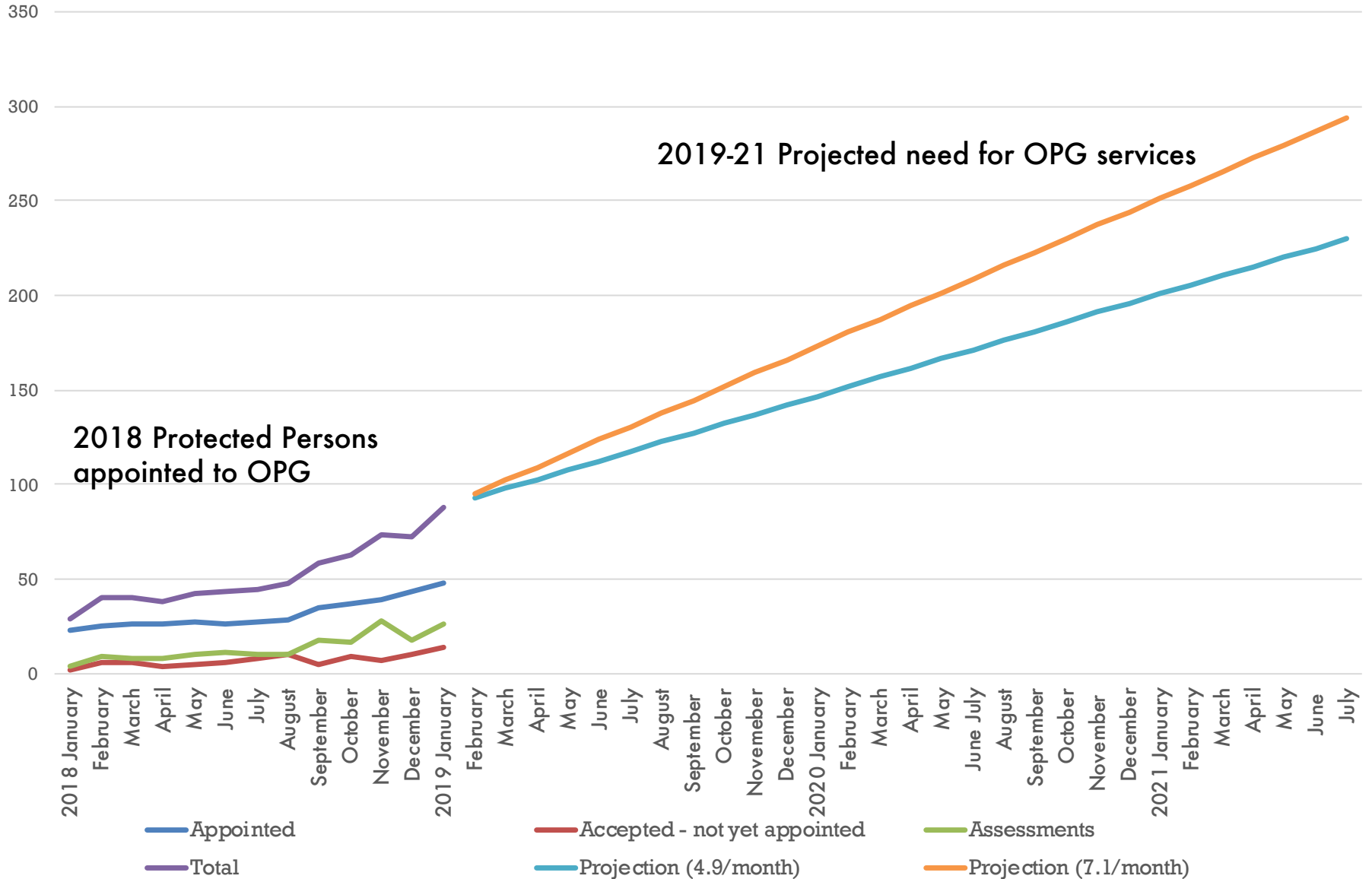


GB Investments in Volunteers / Rights Protections

Addressing LTC Facility Growth

- ❖ 71 more licensed care facilities since 2013
 - 2013: 465 RCFs/ALFs + 139 NFs
 - 2019: 540 RCFs/ALFs + 135 NFs
- ❖ Additional volunteer recruitment needed
 - LTCO needs appx. 330 volunteers
 - RFO expects to recruit appx. 100 volunteers

Oregon Public Guardian/Conservator OPG



Residential Ombudsman & Public Guardian Advisory Board

❖ Established under ORS **441.416**

Eleven Member Board

❖ **441.417 Duties:**

1. Monitor the Long Term Care Ombudsman Program.
2. Advise the Governor and the Legislative Assembly on the Long Term Care Ombudsman Program.
3. Nominate, after interviews and according to prescribed criteria, three persons to fill the Long-Term Care Ombudsman position or to fill a vacancy in the position.

Residential Ombudsman & Public Guardian Advisory Board

- ❖ Solidify support for volunteer resources
- ❖ Policy support for caregiver workforce development
- ❖ Continuing work on disaster preparedness

