



## Long-term Care Ombudsman 2017 Benchmark Directive

The Illinois Long-term Care Ombudsman Program benchmarks are a minimum requirement of activities to be performed by the Regional Ombudsman Programs. The Illinois benchmarks were set after completion of a limited comparison of state LTCOP benchmark measures by the National Ombudsman Resource Center on behalf of the Illinois LTCOP. The Office used the recommendations for future continuous quality improvements from the July 2013 benchmark report findings as the basis for creating the current benchmarks for the Illinois LTCOP.

The following benchmarks are the minimum requirements for each Regional Ombudsman Program:

### **Closed Cases**

- 43 Closed Cases for every 1000 beds.

### **Consultations to Individuals**

- 135 Consultations to Individuals for every 1000 beds.

### **Regular Presence Visits**

- 1 regular presence visit shall be made at least once per calendar quarter. Regular Presence visits are required at skilled & intermediate care facilities, assisted living and shared housing establishments, supportive living facilities, ICF-DDs, and SMHRFs.

### **Facility Staff In-Services**

- 1 in-service for every 20 long-term care facilities.
  - Long-term care facilities include: NFs, ALFs, SLFs, Shelter Care, ICF-DDs, and SMHRFs.
- Follow federal guidelines for entering into the database:
  - multi-facility staff in-services count as 1 in-service
  - in-services held at the same facility within the same day in order to catch various shifts count as 1 in-service.

### **Community Education Sessions**

- 12 Community Ed Sessions plus 1 additional session for each benchmark required FTE.
  - this includes 4 MFP Community Ed sessions + 4 HCO Community Ed sessions
  - i.e. If a program is to have an FTE = 5, the program would be expected to do 17 Community Ed sessions within the year.

### **Resident Council Meetings**

- attend at least 1 RC Meeting at a minimum of 85% of the nursing facilities within the program area.
  - based solely on the number of nursing facilities (not AL, SLF, Shelter Care, ICF-DD, SMHRF)
  - a program with 100 NFs would need to attend a minimum of 85 resident council meetings

### **FTE Paid Staff**

- maintain the highest FTE level within the past 3 years or 1 FTE for every 2,000 beds, whichever is higher.