



## Long-Term Care Ombudsman 2023 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.

### **Information and Assistance (formerly Consultations to Individuals)**

- 135 Information and Assistance to Individuals for every 1000 beds.

### **Routine Visits (formerly Regular Presence)**

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

### **Facility Staff Training Sessions (formerly Facility Staff In-Services)**

- 1 training session for every 20 long-term care facilities.
  - Long-term care facilities include: NFs, ALFs, SLFs, Shelter Care, ICF-DDs, MC-DDs, and SMHRFs.
- Follow federal guidelines for entering into the database:
  - count each in-service one time, even if representatives from multiple facilities attend the session
  - count each in-service separately, even if the same training is repeated at a facility within the same day

### **Community Education Sessions**

- 12 Community Ed Sessions plus 1 additional session for each benchmark required FTE.
  - 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 skilled and intermediate care nursing facilities (not ALF, SLF, Shelter Care, ICF-DD, MC-DD or 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.