



# The National **Long-Term Care** **Ombudsman** Resource Center

## **INTRODUCING THE...**

## *OMBUDSMAN ADVOCACY IN ASSISTED LIVING COMPENDIUM*

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38<sup>th</sup> Annual Consumer Voice Conference

# LTCO Advocacy in Assisted Living



- **Majority of LTCOPs focus more of their activities on NHs than ALFs**
- **Routine Visits (quarterly)\***
  - 67.6% of NHs
  - 25.4% of ALFs
- **Range of ALF Complaints**
  - 7 in one state to 11,673 in another

# Why create an ALF compendium?

- **Explanations for the contrast in LTCO services in NH compared to ALF include:**
  - Limited funding and staff
  - Location and size of facilities
  - Resident and family complaints
  - Visits in response to complaints vs. routine visits
  - Inconsistency of ALFs
  - Lack of program awareness
- **Advocacy challenges specific to assisted living**
- **Consolidate information (new website)**

# What is it?

- **Best practices, tips, and resources for four program management areas**
- **Something for everyone (state/local) regardless of current ALF activities**
  - Program Assessment, Development and Management
  - Skills Training
  - Issue Advocacy
  - Systems Advocacy
- **Each section will include:**
  - Quick Reference Guide
  - Tip Sheets
  - Best Practices
  - Links to additional resources and examples

# When?

- Post sections as we create them
- Add individual tip sheets, resources, and best practices on an ongoing basis
- Share your successes!



# Program Assessment Tip Sheet

- **Assisted Living in Your State/Region**

- What is the definition of a licensed assisted living facility in your state?
- How do you learn about ALFs in your state/region?

- **Routine Visit Requirements**

- How are your state/regional resources allocated in order to make sure routine visits to ALFs take place?
- Are there SLTCOP visitation standards for ALFs?

# Program Assessment Tip Sheet

- **Performance Review and Goals**

- Are there SLTCOP goals or performance measures regarding the number of visits to assisted living-like facilities?
- Review your program's NORS (National Ombudsman Reporting System) data for information such as:
  - Number of assisted living of beds compared to nursing home beds.
  - Percent of NHs and ALFs visited quarterly. How do they compare?
  - What are the top complaint issues in ALFs? How do they compare with complaint issues in NHs?
- How does your LTCOP determine which ALFs to visit and how to prioritize visits (e.g. number and/or type of complaints, facility size and/or type, location, waiver services)?

# Program Assessment Tip Sheet

- **Outreach**

- How do residents of ALFs learn about the LTCO program and how to contact the program?
- How do you address barriers encountered in providing LTCO services in ALFs?

- **Resources**

- Assessment
- Data
- Outreach



# Comments?

- How can we better support your work in ALFs?
- What type of information do you want to see in this compendium?

**Let us know...**

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# The National Long-Term Care Ombudsman Resource Center

**The National Long-Term Care  
Ombudsman Resource Center (NORC)**

[www.ltcombudsman.org](http://www.ltcombudsman.org)

**The National Consumer Voice for Quality Long-Term Care  
(formerly NCCNHR)**

<http://www.theconsumervoice.org/>

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