

Legislatively Approved 2017 - 2019 Key Performance Measures

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Agency: Long Term Care Ombudsman, Office of

Mission Statement:

To Enhance The Quality Of Life, Improve The Level Of Care, Protect The Rights Of The Individual And Promote The Dignity Of Each Oregon Citizen Living In A Nursing Facility, Residential Care Facility, Assisted Living Facility Or Adult Foster Care Home.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Percentage of non-referred complaints where action is needed that are partially or fully resolved.		Approved	91%	98%	98%
2. Average initial response time to non-referred cases.		Approved	2.14	1.50	1.50
3. Average time to close non-referred cases.		Approved	28	25	25
4. Percentage of nursing facilities visited at least once annually.		Approved	95%	100%	100%
5. Percentage of assisted living and residential care facilities visited at least once annually.		Approved	87%	98%	98%
6. Percentage of adult foster care homes visited at least once annually.		Approved	72%	80%	80%
7. Number of requests for assistance from consumers, the public, facility staff and agencies.		Approved	6,340	6,000	6,000
8. Participation in system-wide advocacy meetings at the local, regional, state and national levels.		Approved	310	800	800
9. Total number of certified ombudsmen volunteer hours annually.		Approved	28,431	28,000	28,000
10. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Accuracy	Approved	76%	90%	90%
	Helpfulness		88%	90%	90%
	Expertise		87%	90%	90%
	Overall		85%	90%	90%
	Timeliness		86%	90%	90%
	Availability of Information		83%	90%	90%

LFO Recommendation:

Approve the KPMs as proposed. Approve the targets for 2018 and 2019 as shown. For KPMs 7 and 8, direct the agency to review data and seek out a more precise or meaningful metric to help identify trends, focus agency efforts, and potentially revise targets. In conjunction with the assessment required under the budget note and legislative feedback on that work, develop at least two proposed key performance measures for the Oregon Public Guardian and Conservator program for the 2019-21 biennium.

SubCommittee Action:

Approved the LFO Recommendation.