



The Long-Term Care Ombudsman Program (LTCOP) and the Changing Landscape of Long-Term Services and Supports (LTSS)

Becky A. Kurtz, JD and Susan Jenkins, PhD

September, 2016



The Long Term Care Ombudsman Program

- Long-Term Care Ombudsmen are advocates for residents of nursing homes, board and care homes, assisted living facilities and similar adult care facilities. They work to resolve problems of individual residents and to bring about changes at the local, state and national levels that will improve residents' care and quality of life.

The LTCOP Evaluation

- The NORC team will collect data from Federal staff, State ombudsmen, and a sample of local ombudsmen across the country using a mix of in-person and telephone interviews and web-based surveys.
- The aim is to provide practical and policy-relevant insight into LTCOP services and processes, highlight promising program practices, lay the foundation for a possible future outcome evaluation, and ultimately provide critical information to enable ACL/AoA to better protect greater numbers of vulnerable elders.

The LTCOP Evaluation: Special Study

The LTCOP

- Operates under a very different landscape now than it operated during its last comprehensive evaluation 20 years ago
- Faces more intense challenges of an aging population in greater need of care, competition for resources, and a changing long-term care system with greater consumer options in residential care settings, allowing more older adults to “age in place,” leading to greater use of home and community-based services.

Timeline

Activity	Timeframe
Apply for federal clearance to collect data	June 2016
Interview federal staff, national stakeholders, and state staff	Late Fall 2016
Survey Local staff and volunteers	Winter 2017
Draft final report and special report	Summer 2017
Final reports	September 2017



The Long-Term Care Ombudsman Program (LTCOP) and the Changing Landscape of Long-Term Services and Supports (LTSS)

Kim Nguyen, PhD and Sarah Downie, MPP of NORC at the University of Chicago

LTC Discussion Group

September 28, 2016

Project Partners

Process Evaluation and Special Studies Related to the LTCOP

- National Consumer Voice for Quality Long-Term Care (Consumer Voice)
- Brooke Hollister, PhD, University of California, San Francisco
- Helaine Resnick, PhD
- William Benson, Health Benefits ABCs
- Human Services Research Institute (HSRI)

Research Study

The LTCOP and the Changing Landscape of LTSS

■ Research Questions

- What are important, defining changes of the LTSS landscape currently and in the foreseeable future?
- How is the LTCOP preparing for, addressing or struggling with these issues?
 - For those addressing the changes, what is working and why are they using the identified approaches?
 - For those not addressing the changes, what barriers are they facing?
- What are the policy, advocacy and legal implications of these changes and the ways that the LTCOP is adapting or not adapting?

Research Study

The LTCOP and the Changing Landscape of LTSS

■ Landscape of LTSS

- Population in need of LTSS on the rise
- Consumer preference for home and community-based services (HCBS)
- Rapid growth of assisted living/residential care
- Increase in post-acute, short-stay residents in nursing homes
- States' obligations under the Supreme Court's *Olmstead* decision
- States' rebalancing of LTSS
 - Medicaid Section 1915(c) Waiver
 - Affordable Care Act HCBS Options & Duals Demonstration Projects
- Managed LTSS
- HCBS Settings Rule



Data Collection

The LTCOP and the Changing Landscape of LTSS

- Process Evaluation of the LTCOP
 - In-person and Telephone Interviews
 - Federal Staff
 - National Stakeholders
 - State Ombudsmen
 - Web-based Surveys
 - State Ombudsmen
 - Local Directors/Regional Representatives
 - Local Representatives
 - Volunteers



Data Collection

The LTCOP and the Changing Landscape of LTSS

- Research Study (Targeted Data Collection)
 - Focus Groups
 - State Ombudsmen
 - Web-based Surveys
 - Local Directors/Regional Representatives
 - Local Representatives

Discussion Questions

The LTCOP and the Changing Landscape of LTSS

1. How would you describe the LTCOP's visibility at the national level?
2. Are long-term care consumers (residents and family members) familiar with the ombudsman program?
3. What do you understand to be important changes in the LTSS landscape *nationally*?
4. Are there any trends or changes in the long-term care landscape that affect ombudsman program operations at the *state level*?

Discussion Questions

The LTCOP and the Changing Landscape of LTSS

5. What are your main concerns with the challenges/opportunities that changes in LTSS present (e.g., quality of care, oversight)?
6. What do you see to be the impact of changes in LTSS on programs, providers and populations served?
7. Are you aware of how ombudsman programs are addressing these challenges to date?
8. What do you see as the potential role of the ombudsman program in addressing the changes in the LTSS landscape?

Kim Nguyen, PhD

301-634-9495

nguyen-kim@norc.org

Thank You!



NORC⁷⁵
at the UNIVERSITY of CHICAGO

 insight for informed decisions™