

OMB PM 9.3 Onsite reviews will be conducted on an annual basis unless determined by the SLTCO that additional reviews are necessary.

(Identify the AAA here)

AAA Ombudsman Worksheet			State Ombudsman (SLTCO) Local Ombudsman (LTCO)	Section 04c-OM
Review Section:	Requirement Reference	Additional Information	Requirement	Finding
OM-c-01	PM 9.6.1.C OM	On-site review or can request for these to be sent as part of desk review.	____ Included the SLTCO in the hiring of any fulltime LTCO staff	
OM-c-02	PM 9.7.12.5 OM	On-site review	____ Personnel files are maintained for each volunteer	
OM-c-03	PM 9.7.12 OM	On-site review or can request to be sent as part of desk review	____ LTCO volunteer hours are tracked and reported in ombudsman reporting system	
OM-c-04	PM 9.7.12 OM	On-site review or can request to be sent as part of desk review	____ LTCO program has written volunteer monitoring and evaluating requirements	
OM-c-05	PM 9.7.12.4 OM	On-site review	____ Each ombudsman volunteer is evaluated annually	
OM-c-06	PM 9.7.12.7 OM 9.7.12.15 OM	PM On-site review or can request to be sent as part of desk review	____ Every paid and volunteer LTCO completes 20 hours of continuing education annually	
OM-c-07	PM 9.8.4	On-site review or can request to be sent as part of desk review	____ The State Conflict of Interest Declaration form is completed annually by all paid and volunteer ombudsman and remedies addressed when needed	
OM-c-08	PM 9.8.4	On-site review or can request to be sent as part of desk review	____ Every paid or volunteer ombudsman applicant will complete the State Conflict of Interest Form prior to being hired	
OM-c-09	PM 9.7.1.D OM	On-site review or can request to be sent as part of desk review	____ A minimum of quarterly unannounced visits are made to all long-term care facilities in respective planning and services area using the Statewide Quarterly Visit Checklist	
OM-c-10	PM 9.7.1.J OM	On-site review or can request to be sent as part of desk review	____ Participated in a minimum of 6 resident and/or family council meetings	
OM-c-11	PM 9.7.10 OM	On-site review or can request to be sent as part of desk review	____ Provided a minimum of 6 presentations	
OM-c-12	PM 9.8.6 OM	On-site review	____ Program is independent of Adult Protective Services	
OM-c-13	IDAPA 15.01.03.020 OM	On-site review or can request to be sent as part of desk review	____ Program has written procedures establishing cooperative protocols for investigating APS/Ombudsman complaints	

OM-c-14	PM 9.8.6 OM	On-site review or can request to be sent as part of desk review	____ LTCO supervisor does not supervise Adult Protective Services	
OM-c-15	PM 9.7.1.D OM	On-site review or can request to be sent as part of desk review	____ Serves on councils, committees and other groups to represent residents	
OM-c-16	PM 9.6.1.J OM	On-site review	____ Space provided by the AAA assures privacy to hold confidential meetings	
OM-c-17	PM 9.5.2.D OM	On-site review or can request to be sent as part of desk review	____ Legal assistance is readily available to assist with individuals and systems advocacy	
OM-c-18	PM 9.5.2.D OM	On-site review or can request to be sent as part of desk review	____ Legal services provided to the LTCO are regularly reported on the ICOA legal services report form	
OM-c-19	PM 9.3.5 OM	On-site review	____ LTCO has control over, or input into program budget and makes decisions about use of program funds/resources	
OM-c-20	PM 9.3.4 OM	Desk review	____ LTCO prioritizes and responds to complaints within 5 business days	
OM-c-21	PM 9.7.7 OM	Desk review	____ Case file documentation clearly states whether client wishes to remain anonymous or if identity can be revealed	
OM-c-22	PM 9.7.4 OM	Desk review	____ Asks complainant probing questions to obtain relevant information (e.g., how, what, when, where) and is clearly documented	
OM-c-23	PM 9.7.7 OM	Desk review	____ Clients written or oral consent for release of information is clearly documented	
OM-c-24	PM 9.7.4 OM	Desk review	____ All complaints contain a concise statement of the problem that is accurately identified and reported based on information received at intake	

OM-c-25	PM 9.7.4 OM	Desk review	____ Each complaint had a measurable, achievable and client-focused goal within the scope of the office	
OM-c-26	PM 9.7.7 OM	Desk review	____ Documentation that complainant/resident aware of next steps	
OM-c-27	PM 9.7.3 OM	Desk review	____ Documentation clear and concise and in chronological order	
OM-c-28	PM 9.7.4 OM	Desk review	____ Face to face interview conducted or documented explanation as to why not	
OM-c-29	PM 9.7.5 OM	Desk review	____ Documentation shows that information gathered and analyzed in order to develop action plan for investigation, resolution, and follow-up	
OM-c-30	PM 9.7.5 OM	Desk review	____ Sought independent verification of facts presented by providers and others	
OM-c-31	PM 9.7.5 OM	Desk review	____ Conducted investigative interviews with appropriate parties including other consumers. Interviews are documented and interviewees are identified	
OM-c-32	PM 9.7.3 OM	Desk review	____ All complaints were appropriately identified and documented during the course of handling the case	
OM-c-33	PM 9.7.5 OM	Desk review	____ Appropriate decisions were made regarding review of private client records	
OM-c-34	PM 9.7.3 OM	Desk review	____ Closing summary was complete	
OM-c-35	PM 9.7.8 OM	Desk review	____ Made appropriate referrals and are clearly documented in case file	

OM-c-36	PM 9.3.3 OM	Desk review	____ Case file provided documented justification if open over 120 days	
OM-c-37	PM 9.3.3 OM	On site Review - Reviewer will visit 2 assisted living facilities and 2 nursing homes to determine if ombudsman is accessible to residents and to verify that ombudsman poster is displayed	____ Ombudsman is accessible to residents and ombudsman poster is displayed at facilities	
OM-c-38	PM 9.3.3 OM	Desk review	____ Number of cases opened during reporting period ____ Number of cases closed during reporting period ____ Number of complaints closed during reporting period	

Reviewer will randomly chose 5 closed files for review for each paid local ombudsman staff

Case file numbers: