

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

## AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

**NAME OF AGENCY:** Office of the Long-Term Care Ombudsman

**KPMs With Benchmark Linkages**

**Mission:** 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.

**Related Oregon Benchmarks (OBMs)** none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Percentage of non-referred complaints where action is needed that are partially or fully resolved.			95%	95%
2	Average initial response time to non-referred cases.			2.0 days	2.0 days
3	Average time to close non-referred cases			36 days	33 days
4	Percentage of nursing facilities visited once a quarter.			70%	85%
5	Percentage of assisted living and residential care facilities visited once a quarter.			40%	50%
6	Percentage of adult foster care homes visited once a quarter.			12%	16%
7	Number of request for assistance from consumers, the public, facility staff and agencies.			5,000	5,200
8	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.				

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

**LEGISLATIVE FISCAL OFFICE RECOMMENDATION:** Approve the agency's proposed key performance measures with revised targets reflecting actual performance and the approval of one additional Deputy State Long Term Care Ombudsman position.

**SUB-COMMITTEE ACTION:** Approved the Legislative Fiscal Office recommendation.