

Oregon Long-Term Care Ombudsman
2013 -2015
Agency Key Performance Measures

Ombudsmen, volunteers and staff will:

- #1 Visit 100% of nursing facilities at least once annually.
- #2 Visit 90% of residential care and assisted living facilities at least once annually.
- #3 Visit 90% of adult foster care homes at least once annually.
- #4 Respond to calls for assistance within 2 days of intake.
- #5 Close most cases within 30 days unless referred to other agencies.
- #6 Fully/partially resolve 97% of non-referred complaints where action is needed.
- #7 Complete at least 25,000 documented volunteer hours annually.
- #8 Respond to at least 5000 requests for assistance annually.
- #9 Participate in 500 system-wide advocacy efforts annually.
- #10 Achieve the following customer satisfaction survey results:
 - 90% Accuracy
 - 90% Availability of Information
 - 90% Expertise
 - 90% Helpfulness
 - 90% Overall satisfaction
 - 90% Timeliness