

OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN FACT SHEET

- ✓ Iowa continues to rank last in the number of paid ombudsman per long-term care bed
 - 2005 NORS Report shows one ombudsman per 7,639 beds
 - During FFY 2005 Iowa had 1 FT state ombudsman and 5 regional ombudsmen
 - AoA recommends 1 ombudsman per 2,000 beds
 - Iowa would need 25 ombudsmen to meet that mandate
 - National average is 1 ombudsman to 2,208 beds

- ✓ Iowa ranks 41/52 in the number of paid full time ombudsmen
 - National average is 23 full time employees
 - Iowa has 5 regional ombudsmen plus one State Long-Term Care Ombudsman

Because of the low number of paid ombudsman:

- ✓ Iowa ranks 45/52 in number of trainings for facility staff
- ✓ Iowa ranks 42/52 in number of facilities visited for routine monitoring
- ✓ Iowa ranks 46/52 in time spent monitoring laws and regulations
- ✓ Iowa ranks 50/52 in number of community education presentations given
- ✓ Iowa ranks 30/52 in number of DIA surveys in which an ombudsman participated
- ✓ Iowa ranks 29/52 in number of consultations to facility staff
- ✓ Iowa ranks 29/52 in number of consultations to individuals
- ✓ Iowa is tied for last with no help given to resident or family councils
- ✓ Iowa ranks 38/52 in number of new cases opened
- ✓ Iowa ranks 39/52 in number of new complaints
- ✓ Iowa ranks 44/52 in total program funding
- ✓ Iowa is one of only 9 states that do not use certified volunteer ombudsmen

We are pleased that Governor Culver has recommended 4 additional long-term care ombudsmen in his budget at the cost of \$320,000. This will allow the ombudsmen in Iowa to meet the mandates of the Older Americans Act and to provide full ombudsman services to people living in long-term care facilities.