



Performance Audit

Michigan Long-Term Care Ombudsman Program (MLTCOP)

Health and Aging Services Administration (HASA)

Michigan Department of Health and Human Services (MDHHS)

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HASA is Michigan's State unit designated to operate a long-term care (LTC) ombudsman program. MLTCOP was established to help address the quality of care and quality of life experienced by residents of licensed LTC facilities such as nursing homes, homes for the aged, and adult foster care facilities. MLTCOP is responsible for conducting routine visits to observe conditions and speak privately with residents, family members, and staff and advocating for residents by investigating complaints and supporting legislation, regulations, and policies. For fiscal year 2020, HASA expended \$1.7 million for MLTCOP. As of March 2021, MLTCOP funded the State Long-Term Care Ombudsman and 4 support staff and 17 local paid ombudsmen who supervised 19 volunteer ombudsmen.

Audit Objective			Conclusion
Objective 1: To assess the sufficiency of HASA's oversight of MLTCOP.			Not sufficient
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MLTCOP did not visit most of the LTC facilities during the 31-month audit period. In addition, for the LTC facilities that the ombudsmen did visit, the percentage of facilities for which all 4 required quarterly visits were completed ranged from 0% to 46% depending on the fiscal year and facility type (Finding 1).	X		Agrees
HASA needs to monitor MLTCOP's complaint investigation process. MLTCOP did not: <ul style="list-style-type: none"> Establish investigation timeliness performance standards. Maintain sufficient documentation to support closing 27% of cases reviewed. Document the complaint intake date for 22% of cases reviewed. Document resident or guardian involvement or consent for 26% of cases reviewed (Finding 2). 	X		Partially agrees

Findings Related to This Audit Objective (Continued)	Material Condition	Reportable Condition	Agency Preliminary Response
HASA needs to improve its oversight of background checks of ombudsmen. MLTCOP had not conducted or maintained background check documentation for 80% of volunteer ombudsmen reviewed (<u>Finding 3</u>).	X		Agrees
HASA should improve its oversight of MLTCOP's conflict of interest process. MLTCOP did not obtain 39% of required disclosure of interest forms for ombudsmen and 18% of required disclosure of interest forms for ombudsman organizations reviewed (<u>Finding 4</u>).		X	Agrees

Audit Objective			Conclusion
Objective 2: To assess the effectiveness of select security and access controls over OmbudsManager.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
Regarding security and access controls, we identified issues related to deactivating users and oversight of vendor-hosted system controls (<u>Finding 5</u>).		X	Partially agrees

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