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LONG-TERM CARE EXPENDITURES AND SOURCES OF FUNDS: WHO PAYS?""; ""QUALITY OF CARE AND QUALITY OF LIFE""; ""Quality of Care""; ""Quality of Life""; ""ASSURING, ASSESSING, AND IMPROVING QUALITY""; ""THE INSTITUTE OF MEDICINE STUDY""; ""ORGANIZATION OF THIS REPORT""; ""2 Overview of the Older Americans Act Long-Term Care Ombudsman Program""; ""EVOLUTION OF THE LONG-TERM CARE OMBUDSMAN PROGRAM""; ""Ombudsman Theory and Practice""; ""History of the Long-Term Care Ombudsman Program""; ""STATUS OF THE CURRENT PROGRAM""  
""Organizational Placement""""Operation""; ""Target Population""; ""Human Resources""; ""Paid Staff""; ""Volunteers""; ""Funding""; ""FUNCTIONS OF THE LONG-TERM CARE OMBUDSMAN PROGRAM""; ""Resident-Level Advocacy""; ""Ensuring that Residents Have Regular and Timely Access to the Program""; ""Investigating and Resolving Complaints""; ""Working Cooperatively with Other Agencies""; ""Providing Technical Assistance and Training to Representatives of the Program""; ""Systems-Level Advocacy""; ""Evaluating Laws and Regulations""; ""Providing Education to the Public and Facility Staff""  
""Disseminating Program Data""""Promoting the Development of Citizen Organizations and Resident and Family Councils""; ""SUMMARY""; ""3 State Compliance in Carrying Out Long-Term Care Ombudsman Programs""; ""INTRODUCTION""; ""COMPLIANCE WITH MANDATED FEDERAL PROVISIONS""; ""EXTENT OF COMPLIANCE""; ""Direct Individual Advocacy Services""; ""Regular and Timely Access (Accessibility)""; ""Timely Responses (Availability)""; ""Unmet Need""; ""Systemic Advocacy""; ""FACTORS THAT ENHANCE OR IMPEDE COMPLIANCE WITH THE PROGRAM""S FEDERAL MANDATES""; ""Leadership Within the Organizational Framework""  
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