



# Importance of Documentation or Why do I have to turn in a monthly report?

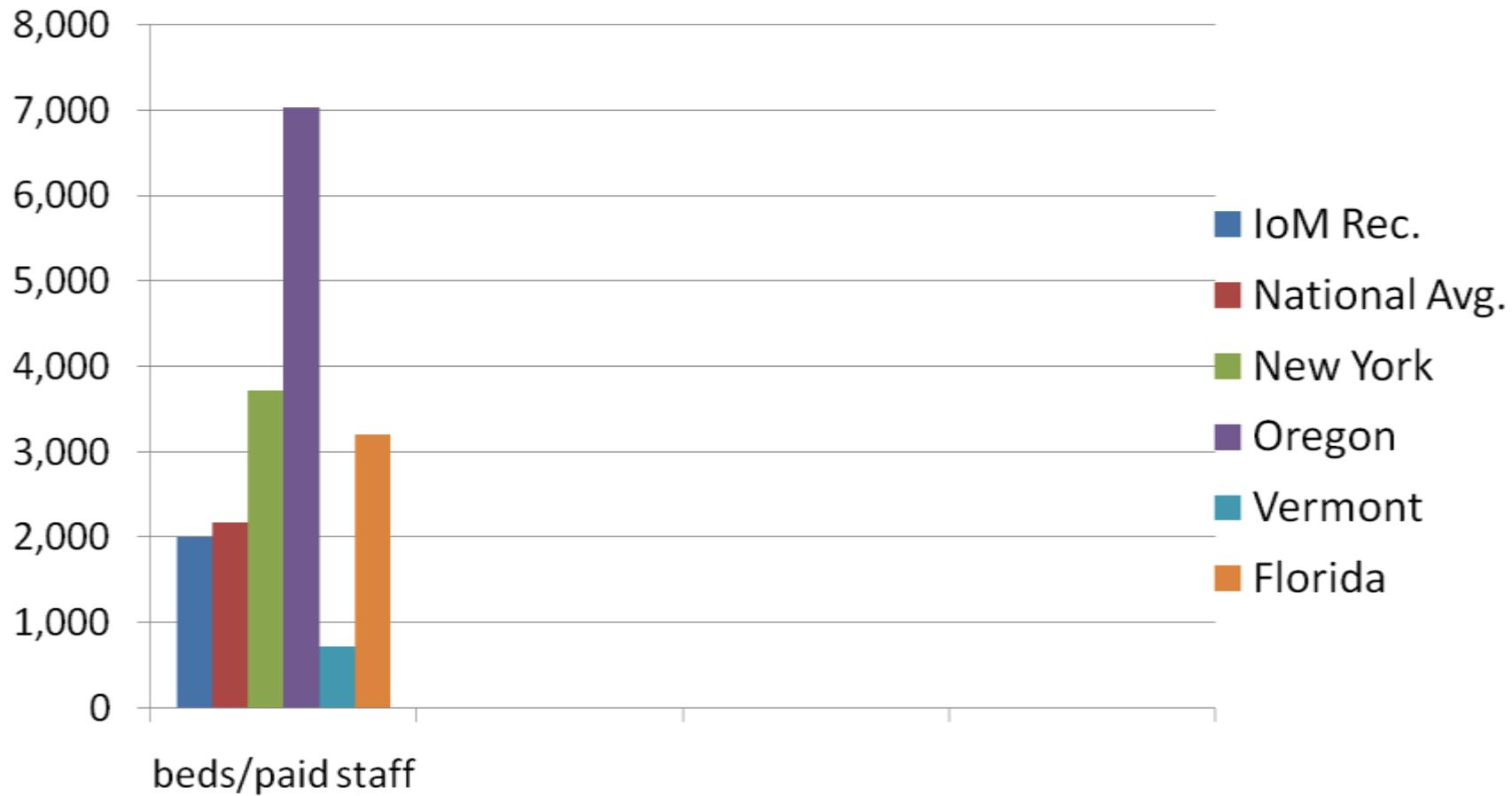


# Fast Facts about NYS

## Nationally:

- 3<sup>rd</sup> in the number of LTC beds with 162,000
- 3<sup>rd</sup> in the number of cases/complaints handled
- 2<sup>nd</sup> in the number of local LTCOPs with 40
- 2<sup>nd</sup> in the number of certified volunteer ombudsmen with 943
- 4<sup>th</sup> in percent of complaints satisfactorily resolved

# NY ranks 43<sup>rd</sup> in the number of paid LTCOP staff per LTC beds



**The Ombudsman Program is  
only as effective as our volunteers**

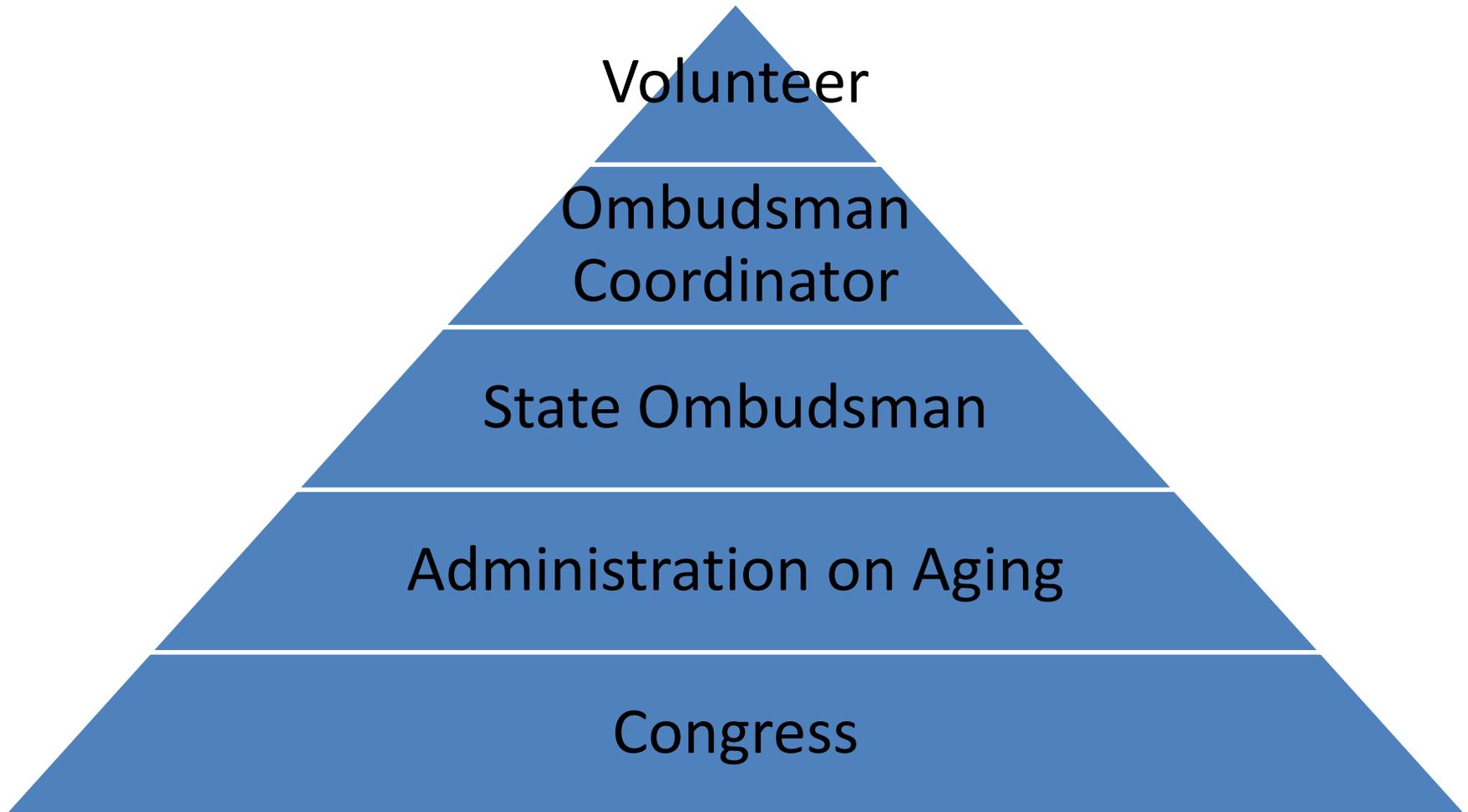
Do you think it'll matter if I don't submit this story on that Watergate thing?



# Recording Your Work is Important



# Where do Ombudsman Reports go?



# How is the data used?

- ✓ Accountability
- ✓ Program management
- ✓ Information sharing
- ✓ Identifying, tracking and analyzing trends
- ✓ Systems advocacy



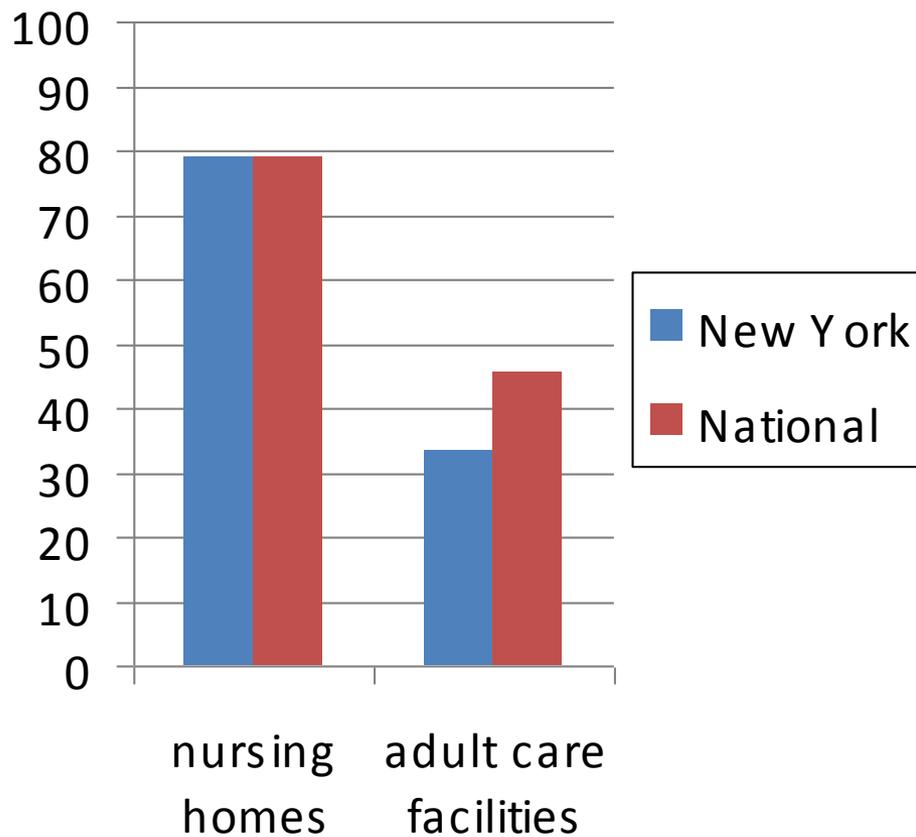
# What story does the data tell about Program Priorities?

Access

Empowerment

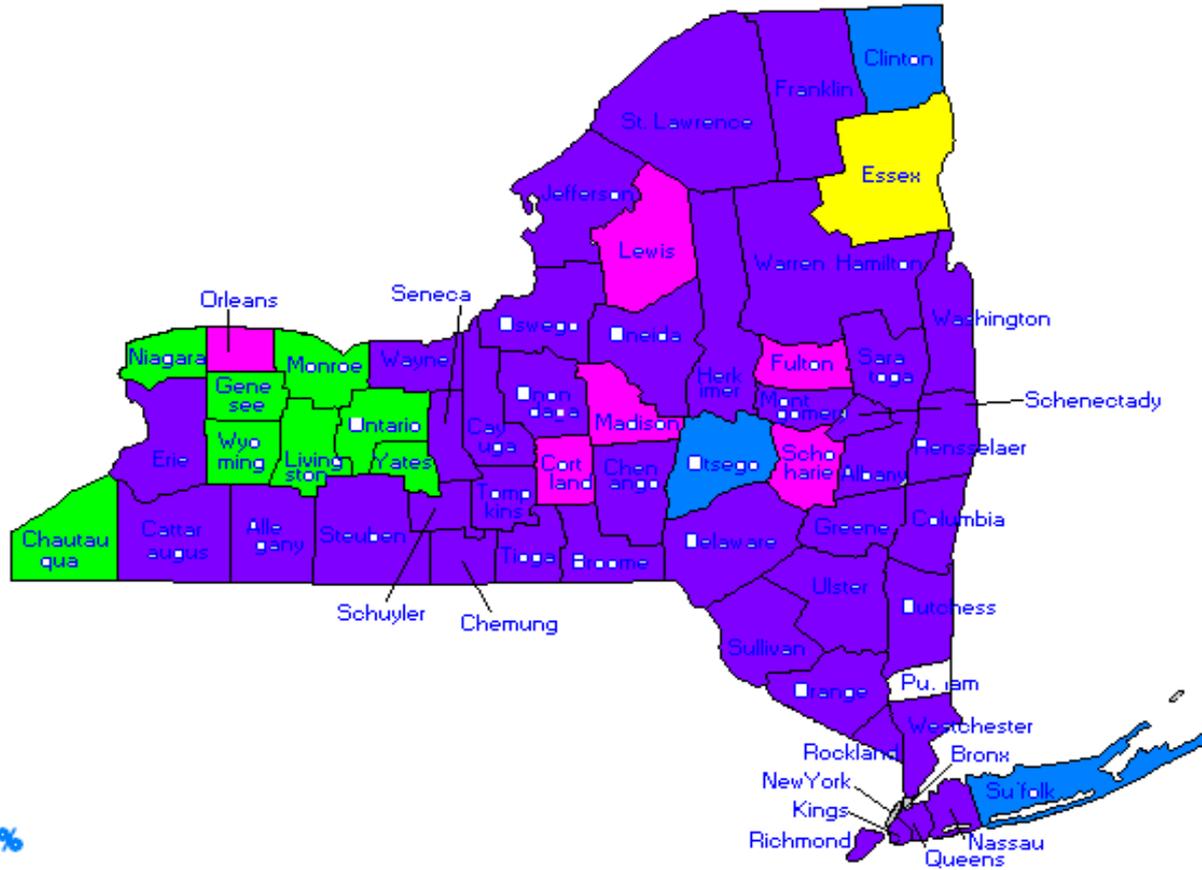
Effective complaint resolution and  
systems change

# Percentage of Facilities Visited on a Regular Basis





# Board & Care Coverage



- 0-24%
- 25-49%
- 50-74%
- 75-99%
- 100%

**Note: Putnam County has no Adult Homes or Family Type Homes.**

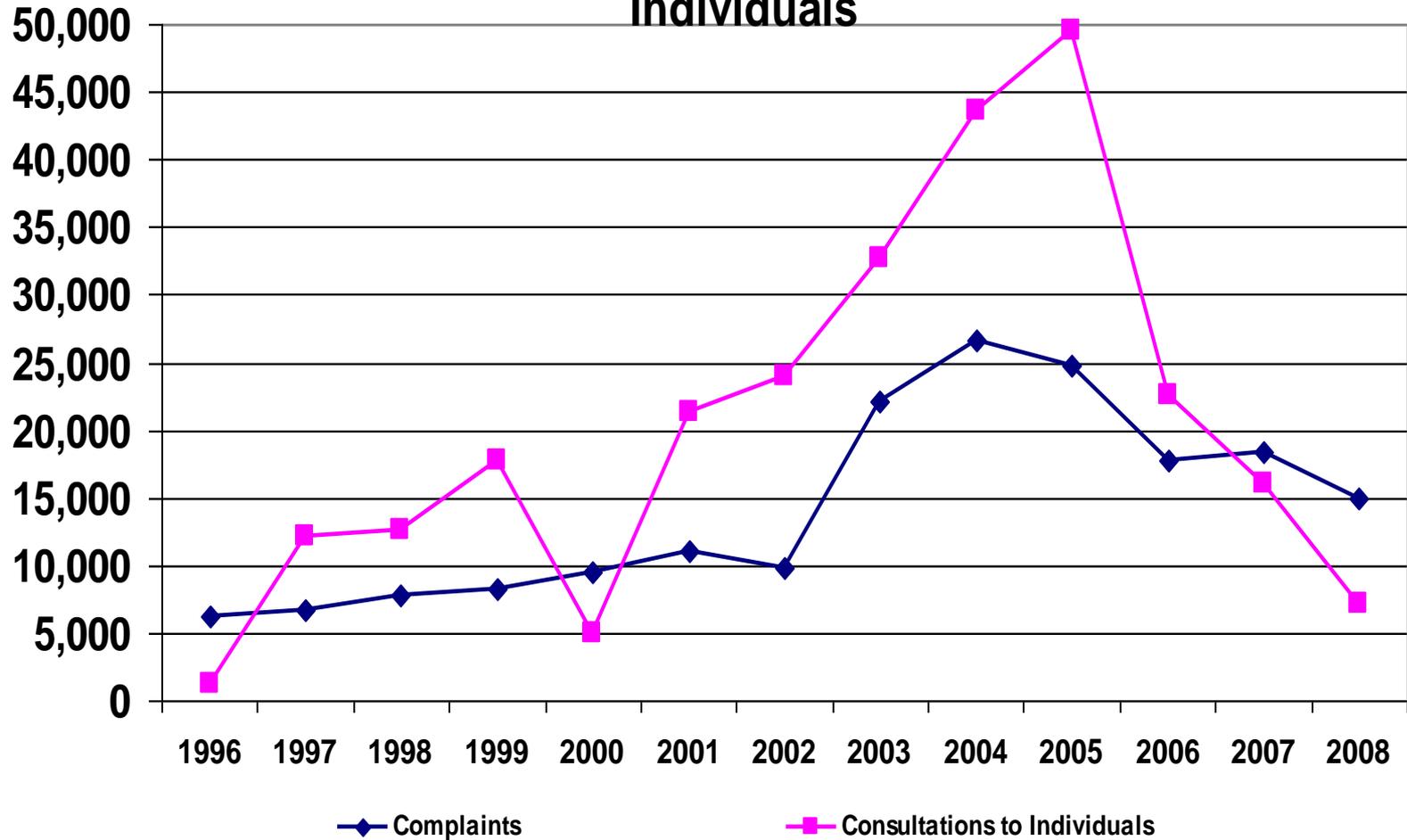
# Just The Facts



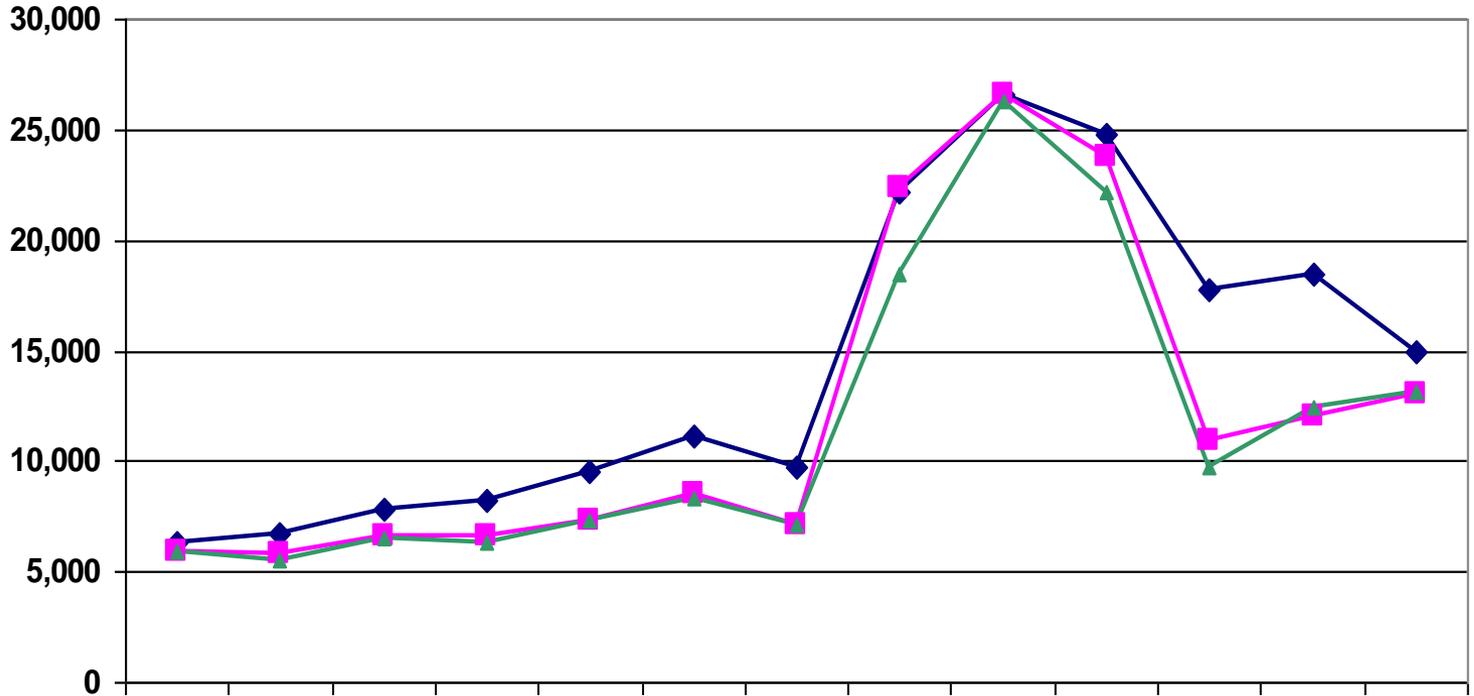
# Your Activities that helped empower residents and protect their rights and quality of care

- Provided information and consultation to 820 persons (5,392)
- Participated in 100 facility surveys (513)
- Attended 326 resident council meetings (2,331) and 24 family council meetings (358)
- Provided 287 instances of TA to providers (2,410)

**Figure 12: NY Complaints vs Consultations to Individuals**



### Figure 1: NY Cases Opened, Cases Closed, & Complaints



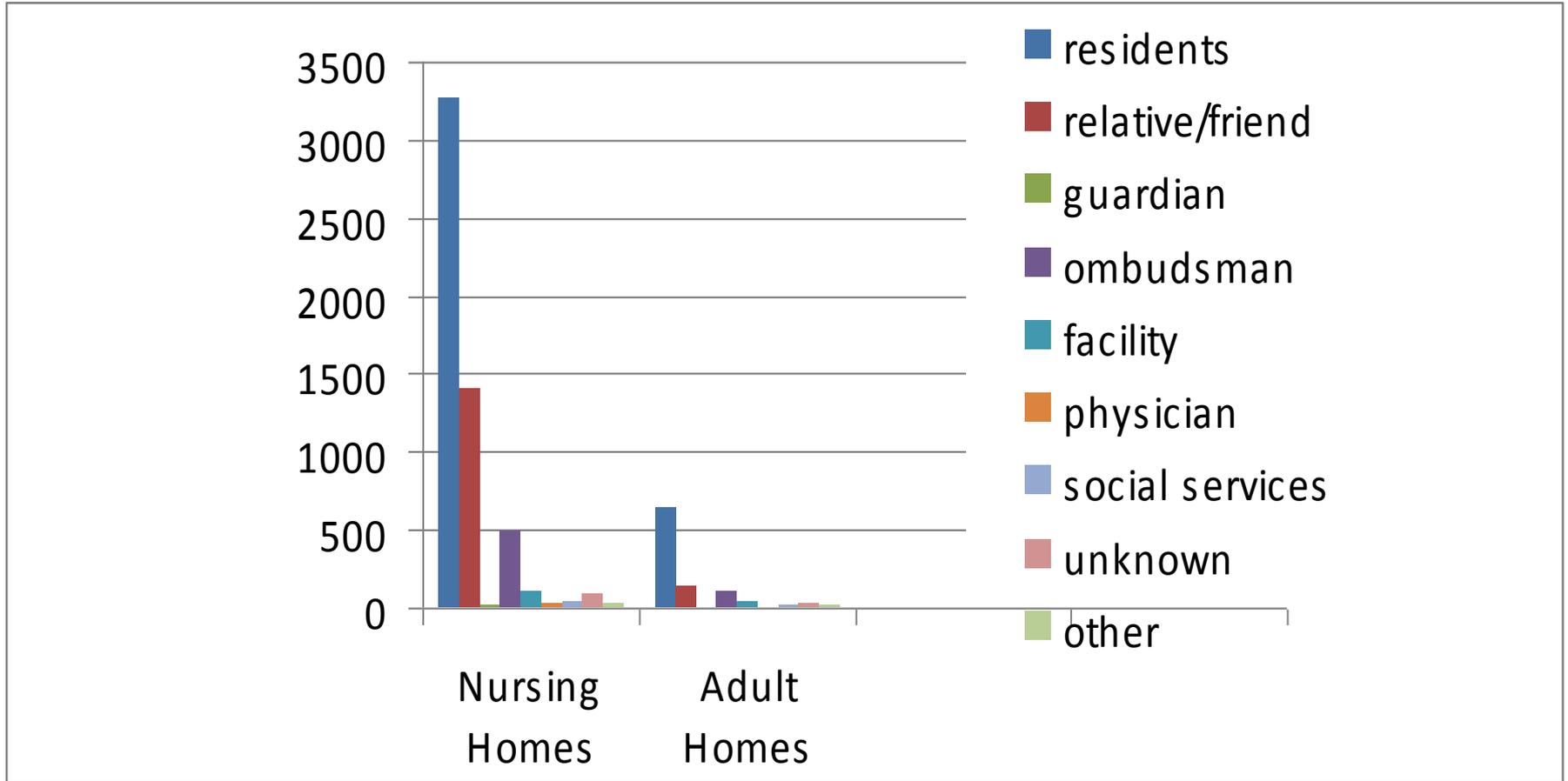
	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Complaints	6,284	6,721	7,830	8,216	9,502	11,119	9,775	22,164	26,577	24,774	17,718	18,428	14,918
Cases opened	5,898	5,860	6,603	6,591	7,344	8,530	7,129	22,388	26,577	23,742	10,961	12,046	13,048
Cases Closed/ Complainants	5,900	5,558	6,480	6,301	7,337	8,345	7,083	18,472	26,267	22,195	9,770	12,439	13,151

◆ Complaints

■ Cases opened

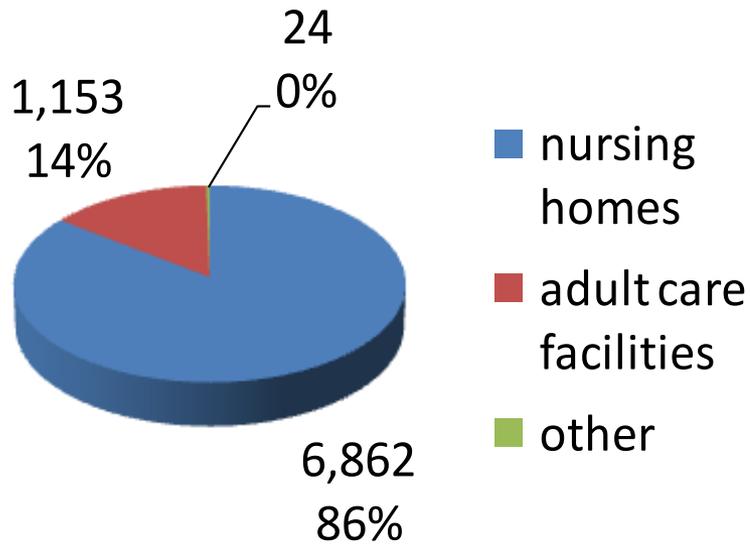
▲ Cases Closed/  
Complainants

# Who is Complaining?

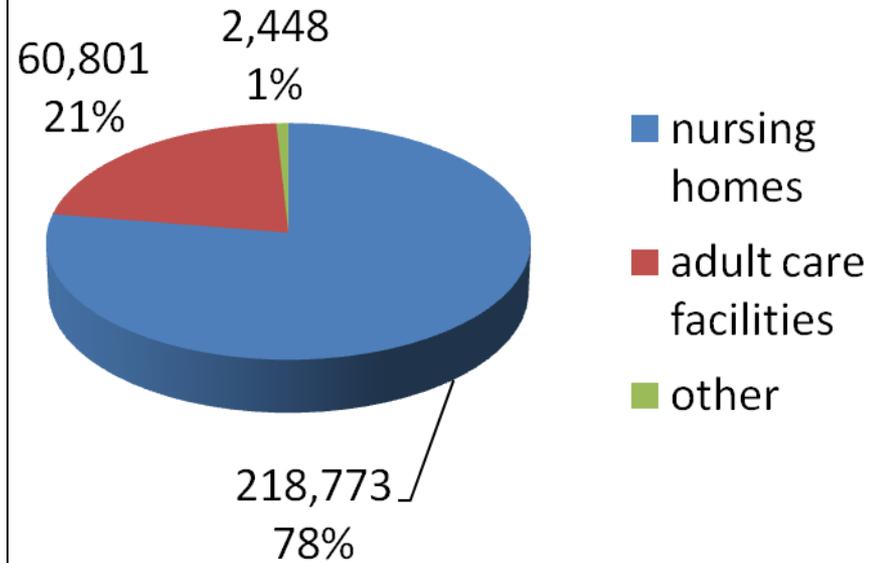


# Complaint Venue

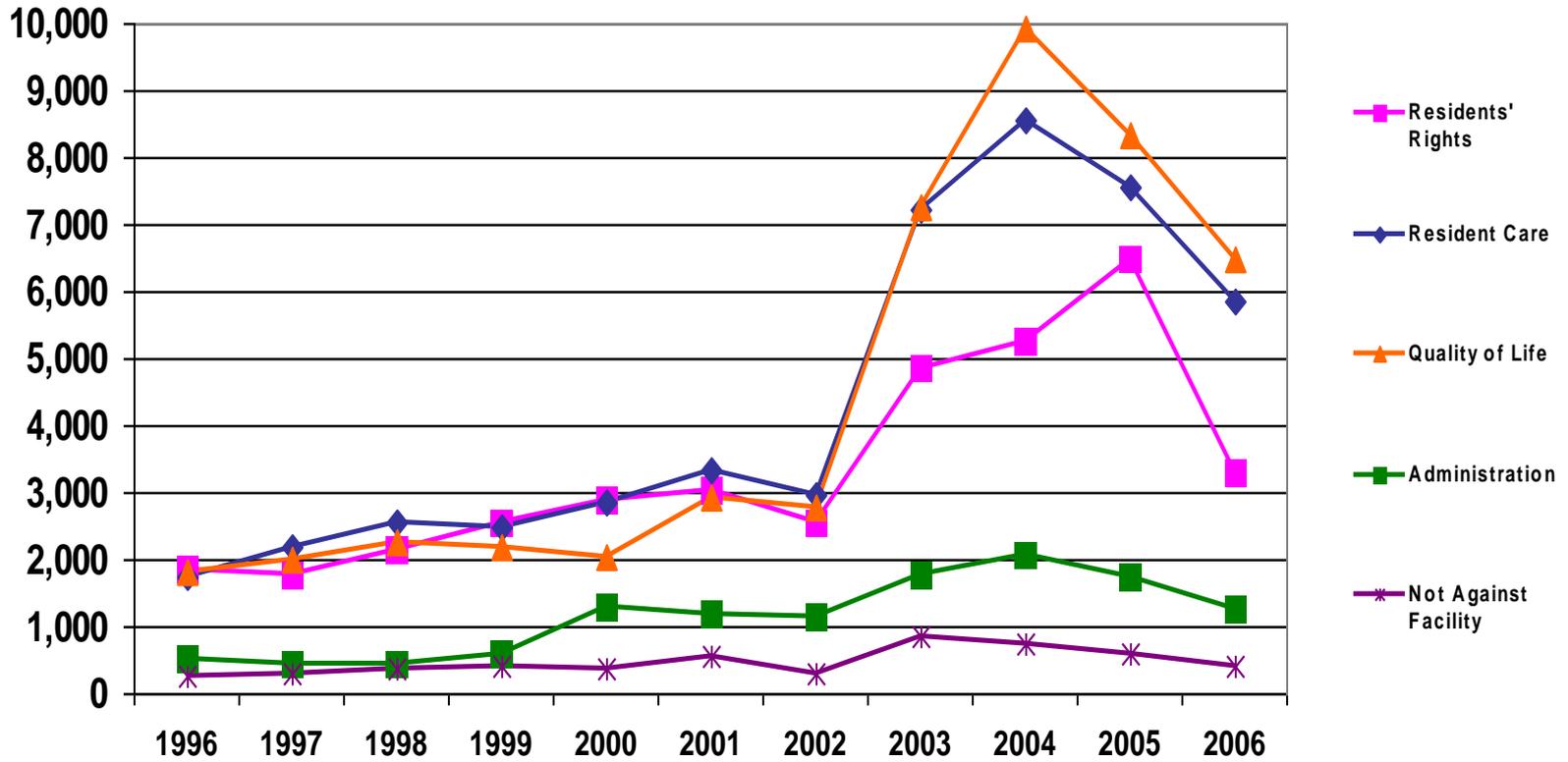
## New York



## National



### Figure 4: NY Complaints by Group for All Facilities



Total Complaints

1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006

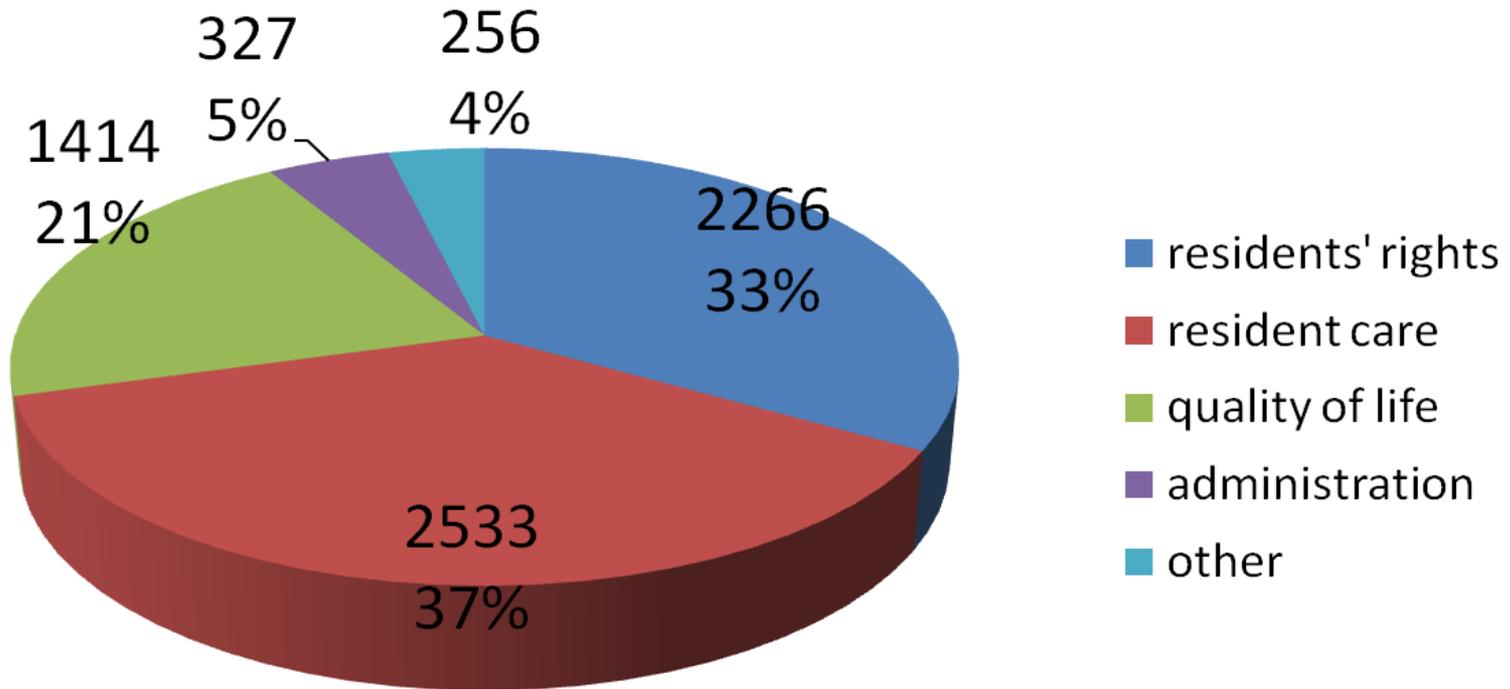
% Resolved\*

6,228 6,697 7,775 8,175 9,416 11,079 9,742 21,987 26,519 24,704 17,284  
77.14% 78.59% 79.78% 79.79% 85.10% 78.29% 88.19% 88.09% 90.15% 89.85% 89.94%

Does not include complaints from Other Settings.

\* Includes complaints Fully or Partially Resolved.

# Nursing Home Complaints by Category



# Most Frequent Nursing Home Complaints

- Discharge/eviction (planning, notice, process)
- Failure to respond to requests for assistance
- Dignity/respect/staff attitudes
- Medications –administration
- Assistive devices or equipment
- Symptoms unattended, pain not managed, no notice to others of changes in condition

# Most Frequent Nursing Home Complaints

## Statewide

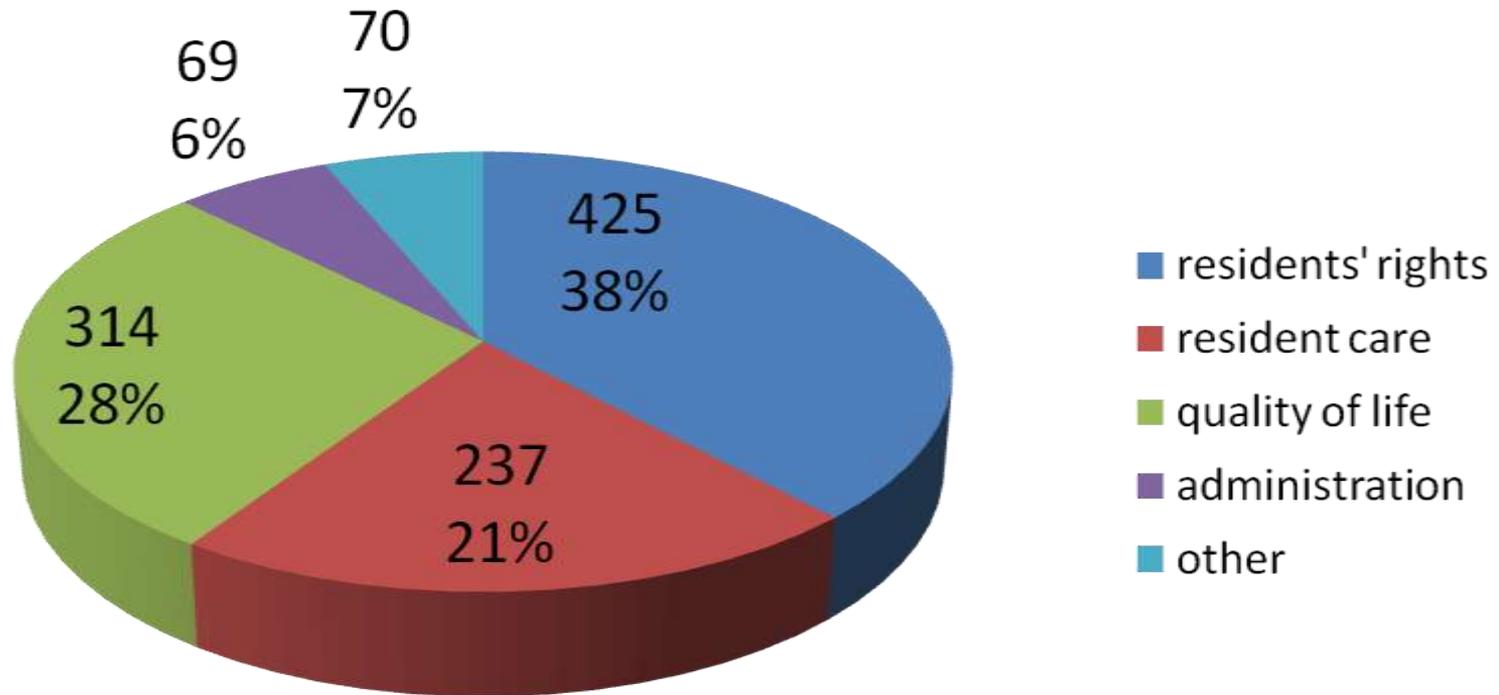
## Region III

- Discharge/eviction  
(planning, notice, process)
  - Failure to respond to requests for assistance
  - Dignity/respect/staff attitudes
  - Medications –administration
  - Assistive devices or equipment
  - Symptoms unattended, pain not managed, no notice to others of changes in condition
- Exercise preference/choice/rights
  - Symptoms unattended, pain not managed, no notice to others of changes in condition
  - Failure to respond to requests for assistance
  - Assistive devices or equipment
  - Food service (quantity, quality, choice)

It concerns me that facilities should do these types things to residents.



# Adult Care Facility Complaints by Category



# Most Frequent Adult Home Complaints

- Medications - administration
- Discharge/eviction (planning, notice, process)
- Food service (quantity, quality, choice)
- Dignity/respect/staff attitudes
- Person property lost or stolen

# Most Frequent Adult Home Complaints

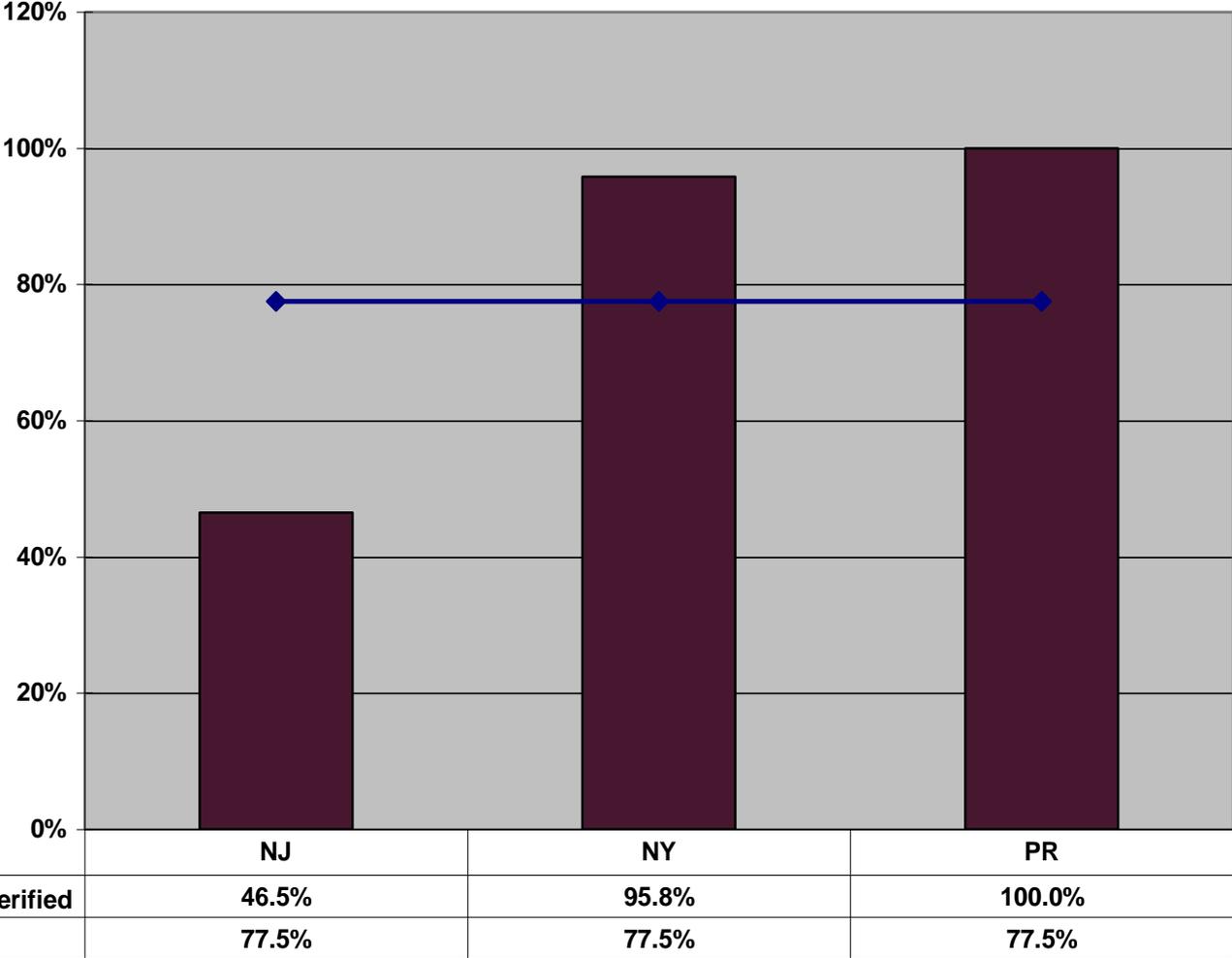
## Statewide

- Medications - administration
- Discharge/eviction (planning, notice, process)
- Food service (quantity, quality, choice)
- Dignity/respect/staff attitudes
- Person property lost or stolen

## Region III

- Food service (quantity, quality, choice) (1)
- Exercise of preference, choice, rights (1)
- Information regarding rights, benefits, services, right to complain (2)
- Medications – administration (2)
- Personal property lost or stolen

# Ombudsman Complaints by % Verified in Region II FY 2008



## Ombudsman % Funding by Source in Region II FY 2008

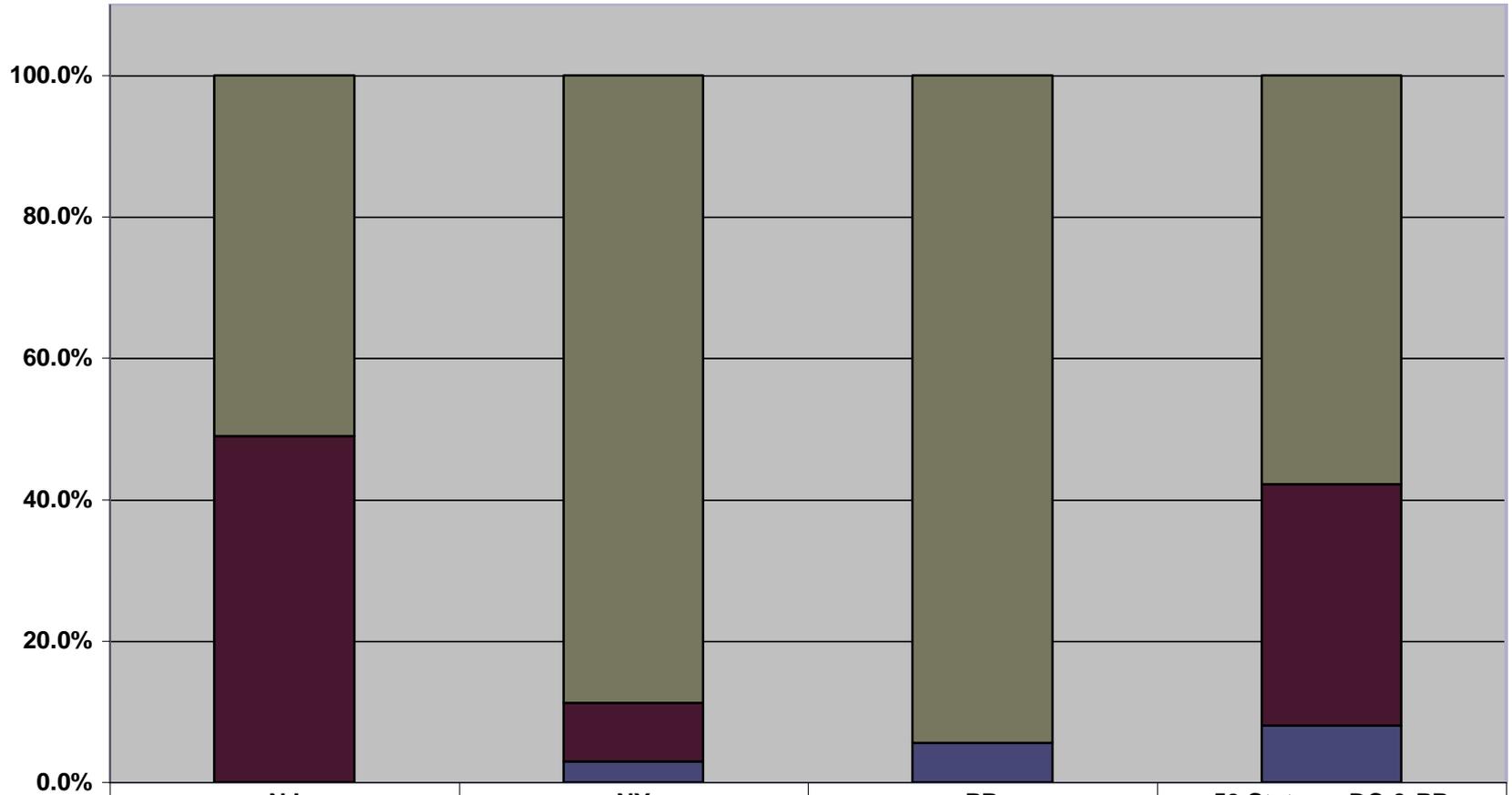
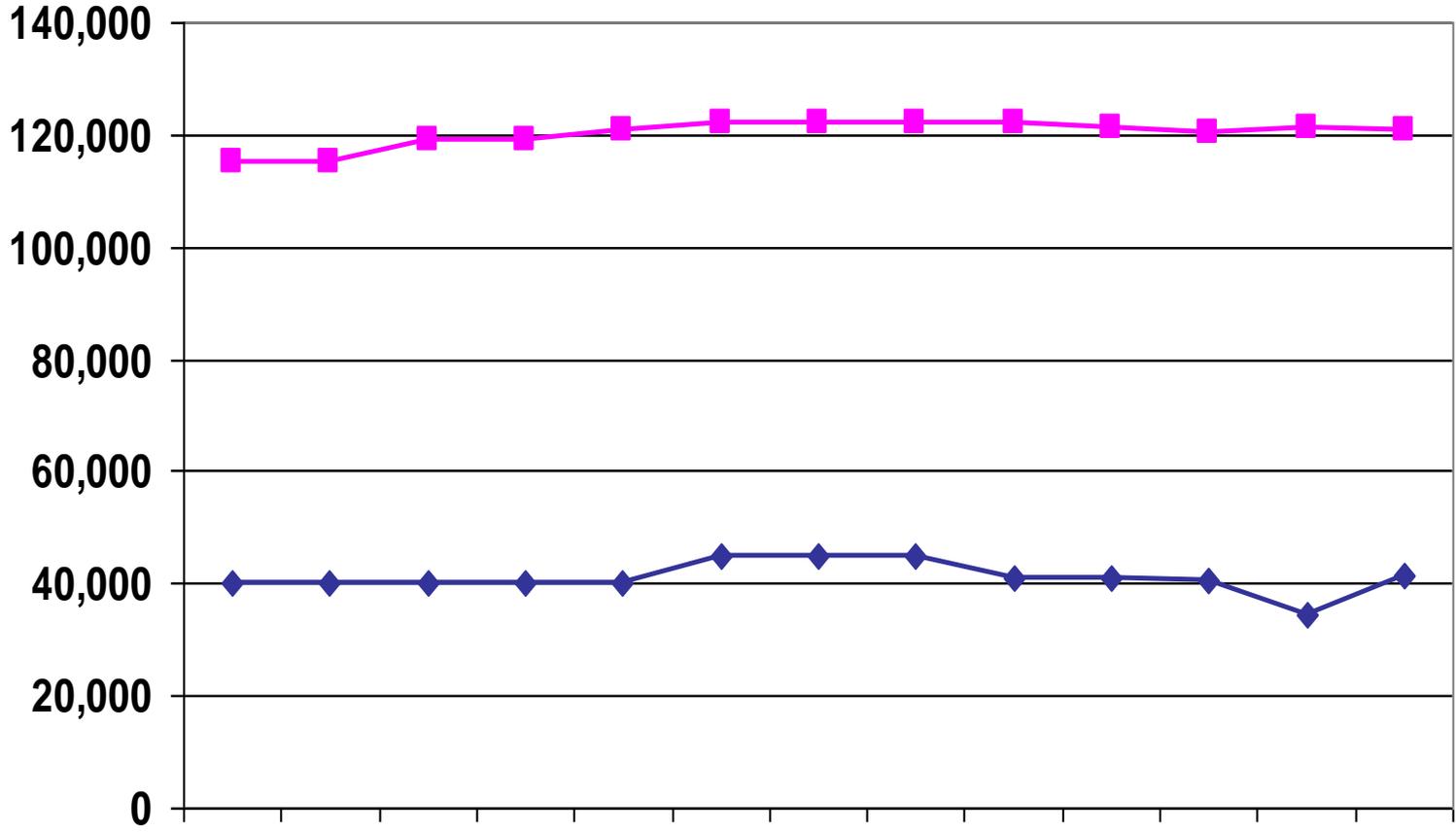
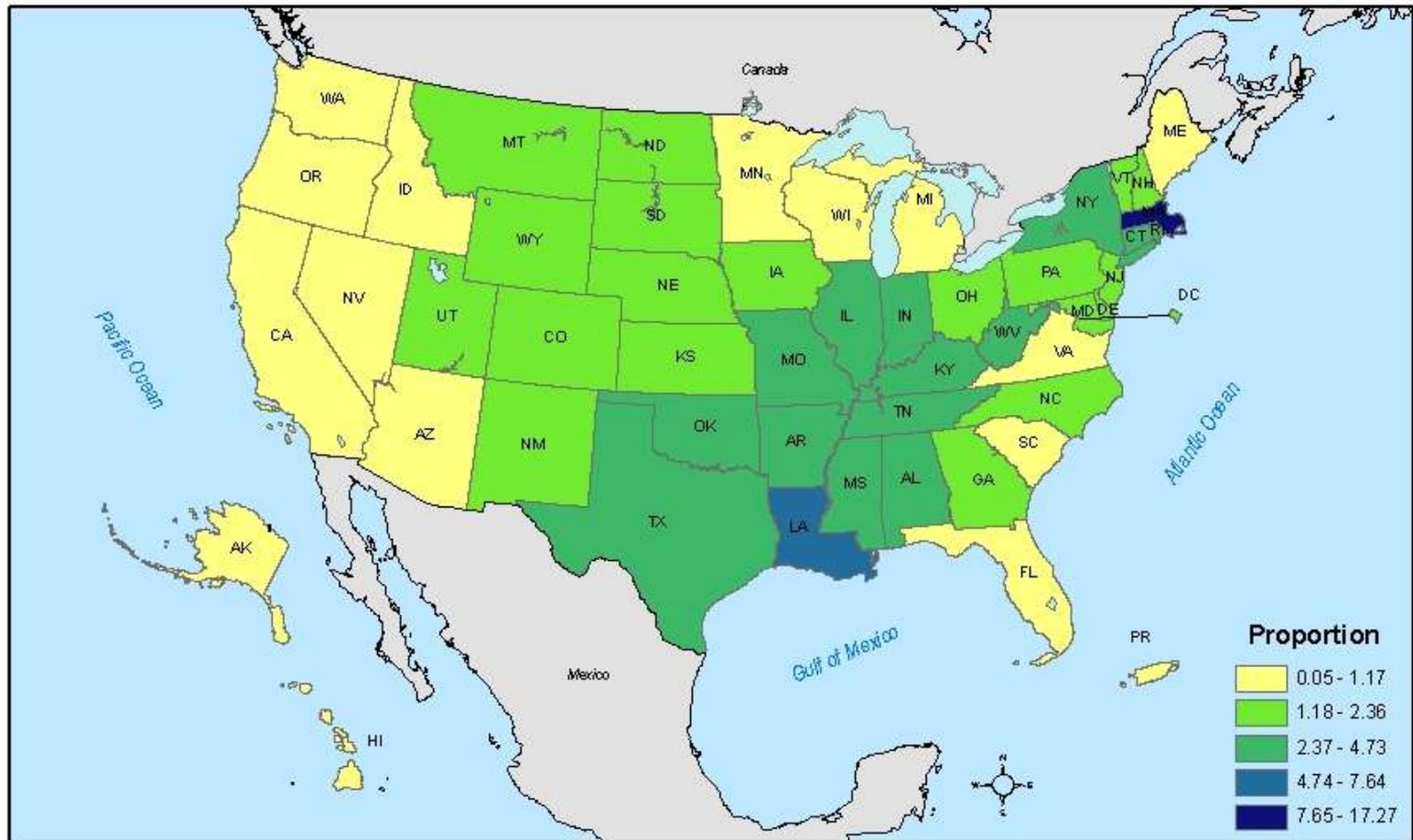


Figure 21: NY Facility Beds by Type of Facility



	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
◆ B&C, ALF, RCF & Similar Beds	40,000	40,000	40,000	40,000	40,000	45,000	45,000	44,860	41,195	40,813	40,585	34,278	41,599
■ Nursing Facility Beds	115,000	115,000	118,879	118,879	120,776	122,156	122,156	122,291	122,249	121,135	120,347	121,299	120,640

## Number of Nursing Facility Beds per Board and Care Bed, 2008



Source: National Ombudsman Reporting System 2008, Aging Integrated Database (AGID)



Your reports tell the story of New  
York's Ombudsman Program.  
What will that story say?

Thank you for  
volunteering your time,  
talent and compassion