



Advocating Today for a Better Tomorrow

LTCOP: New York

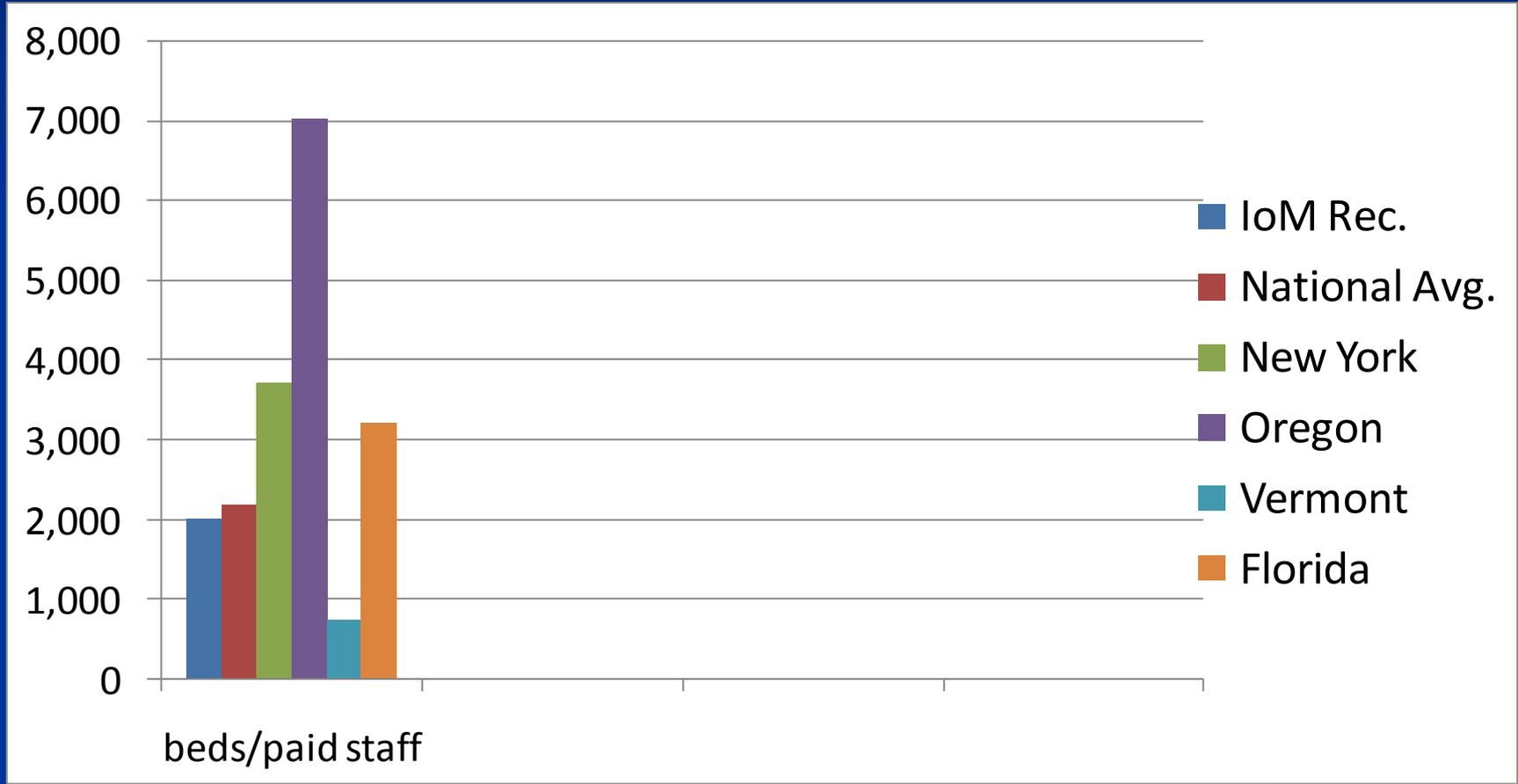


Fast Facts about NYS

Nationally:

- 4th in the number of LTC beds with 159,813
- 4th highest complaint resolution rate (79%)
- 2nd in the number of local LTCOPs with 39
- 2nd in the number of certified volunteer ombudsmen with 976

NY ranks 43rd in the number of paid LTCOP staff per LTC beds

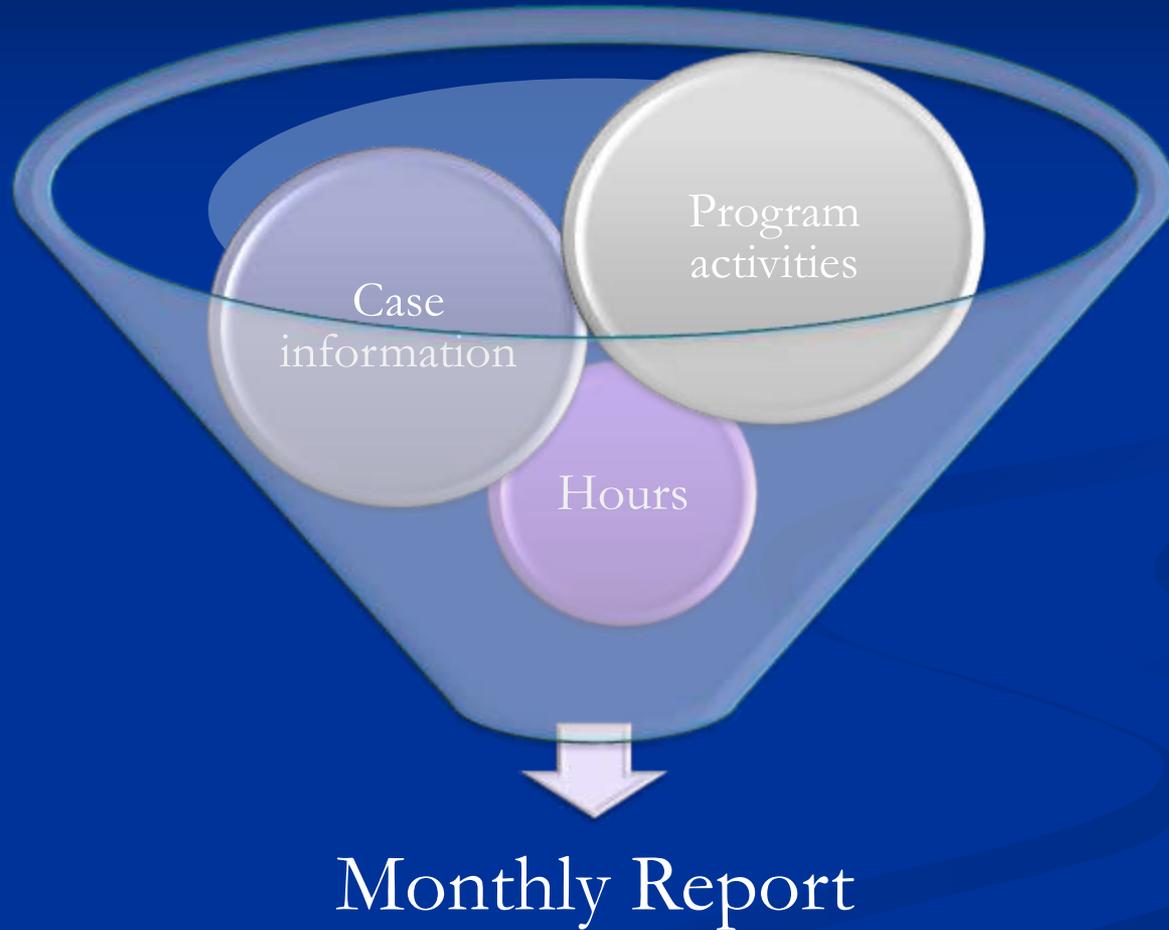


**The Ombudsman Program is
only as effective as our volunteers**

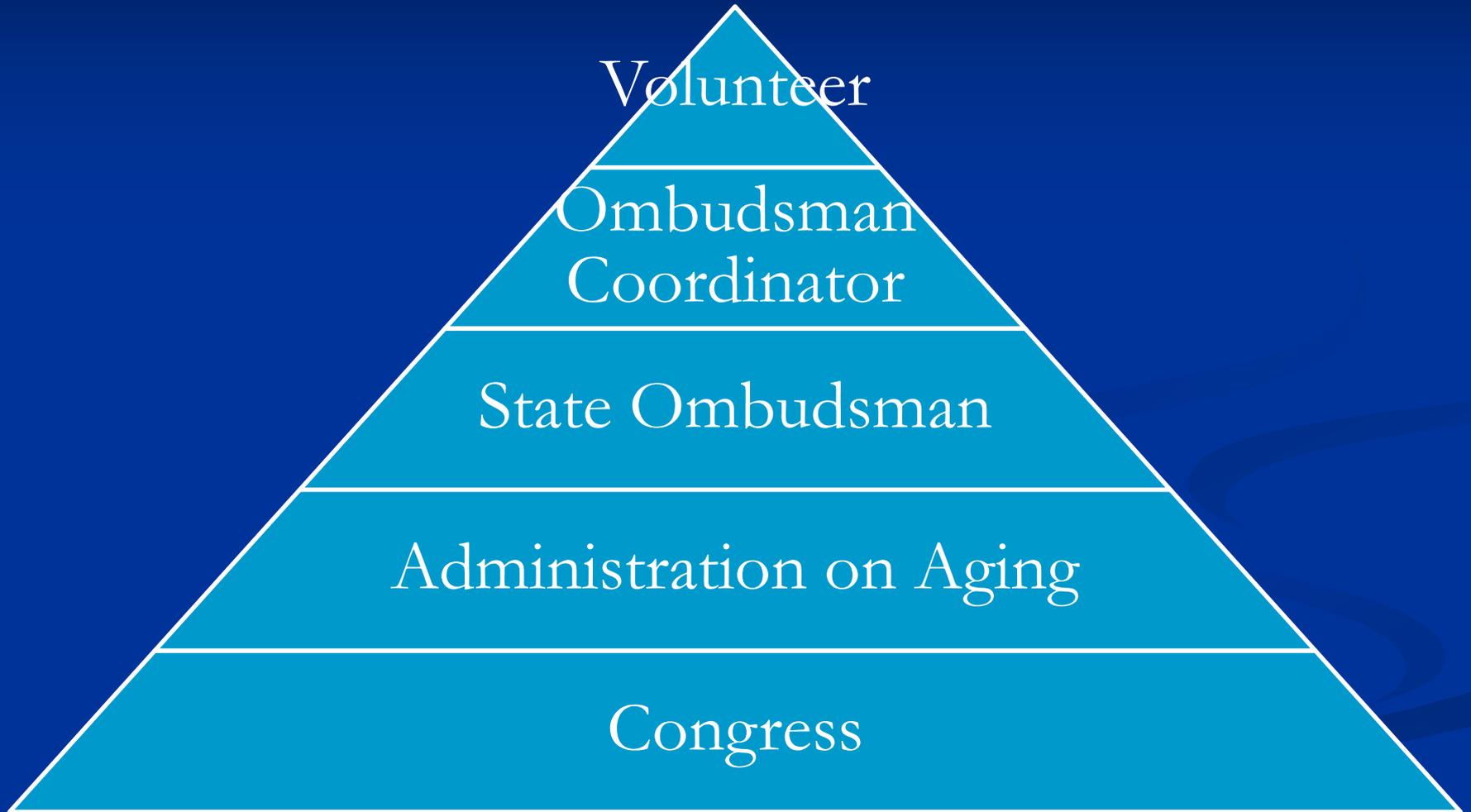
Do you think it'll matter if I don't submit this story on that Watergate thing?



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



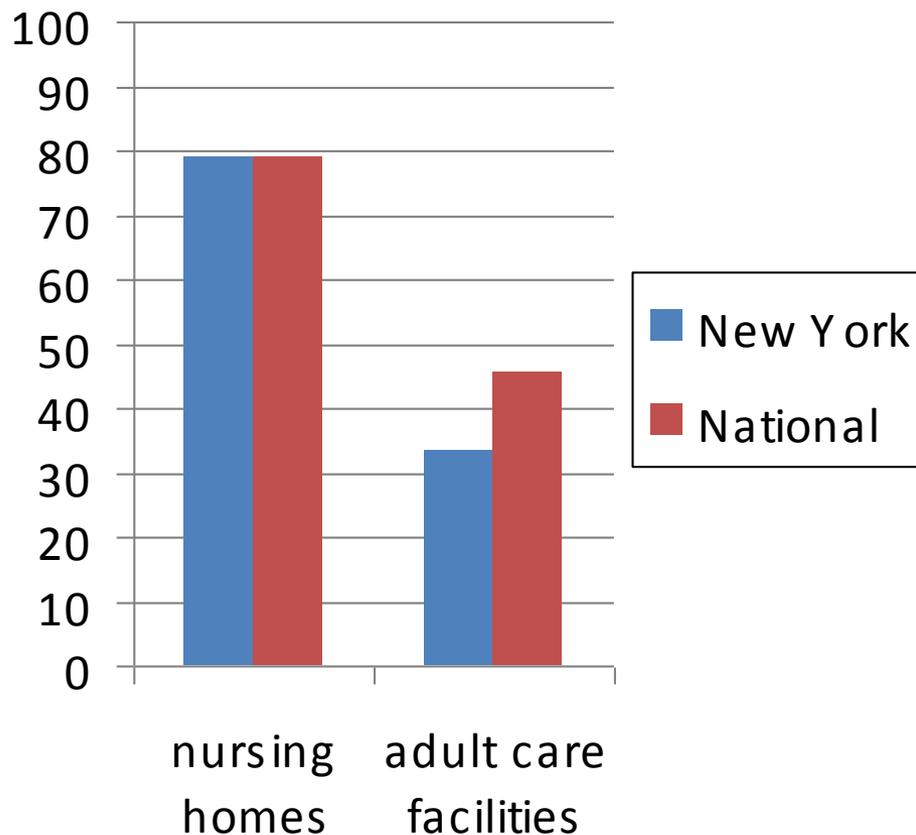
What story does the data tell about Program Priorities?

Access

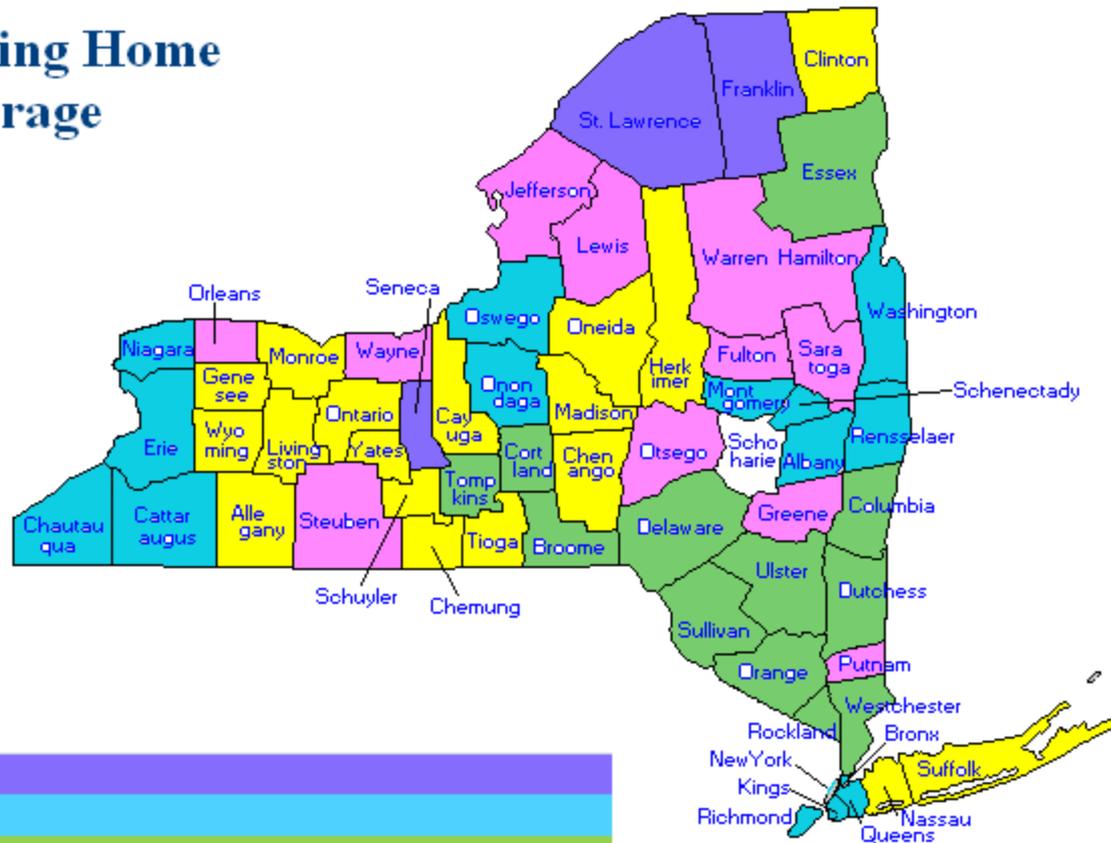
Empowerment

Effective complaint resolution and
systems change

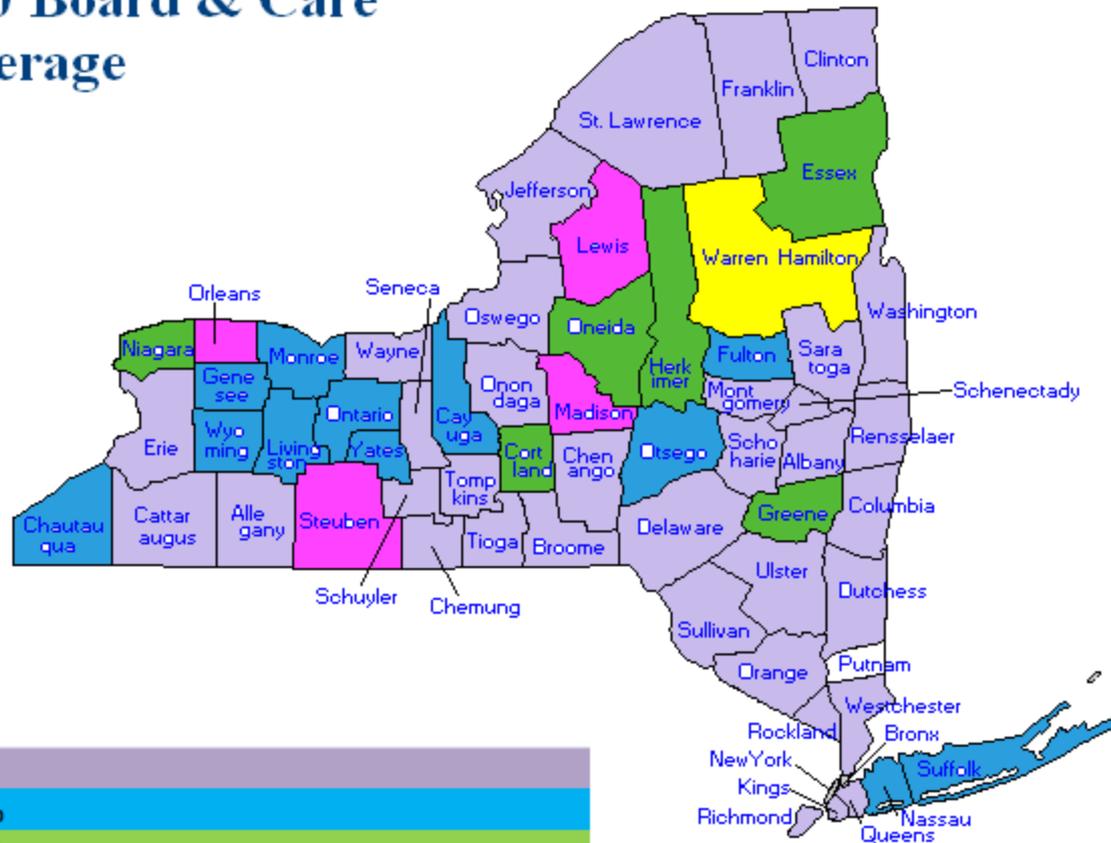
Percentage of Facilities Visited on a Regular Basis



2010 Nursing Home Coverage



2010 Board & Care Coverage



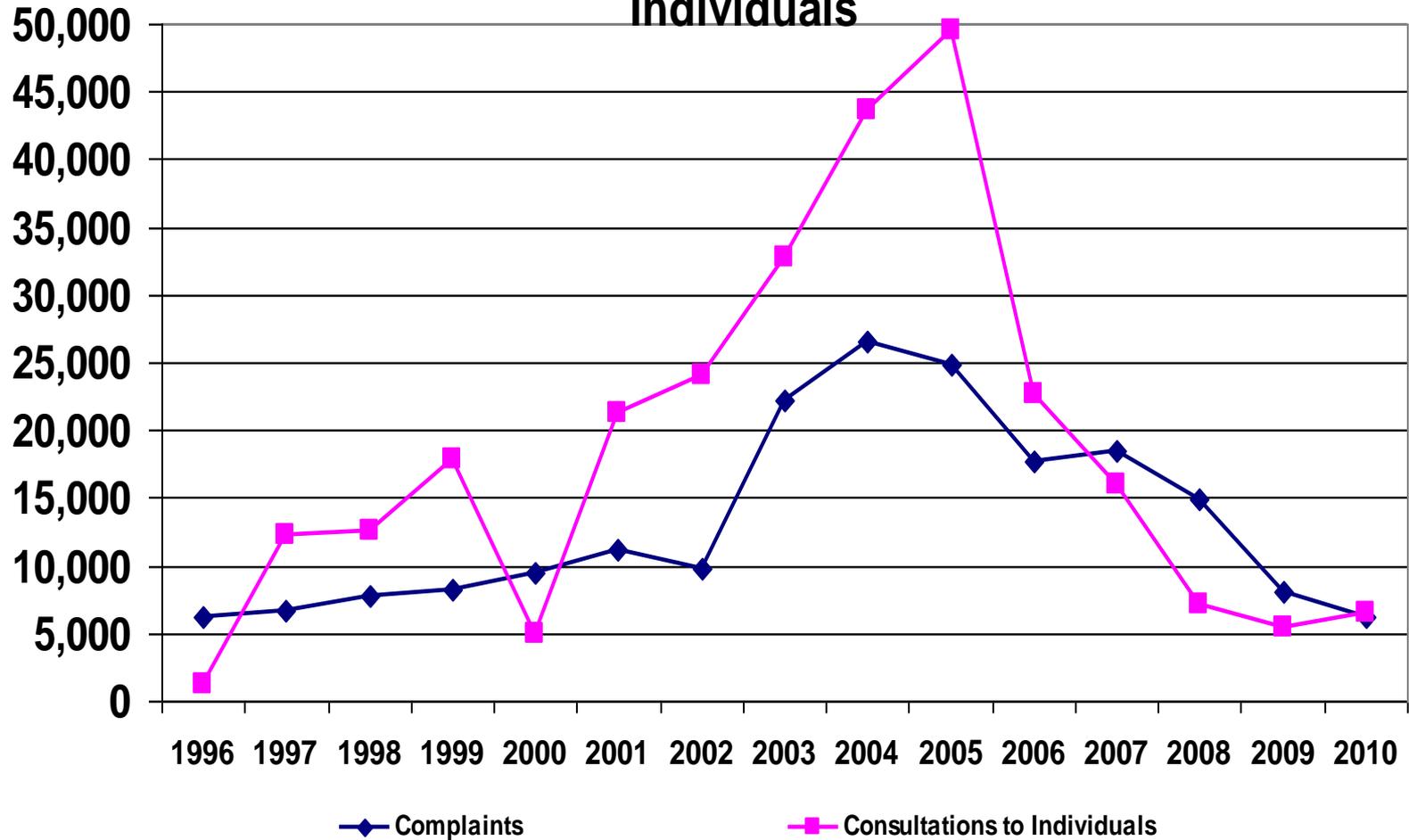
Just The Facts



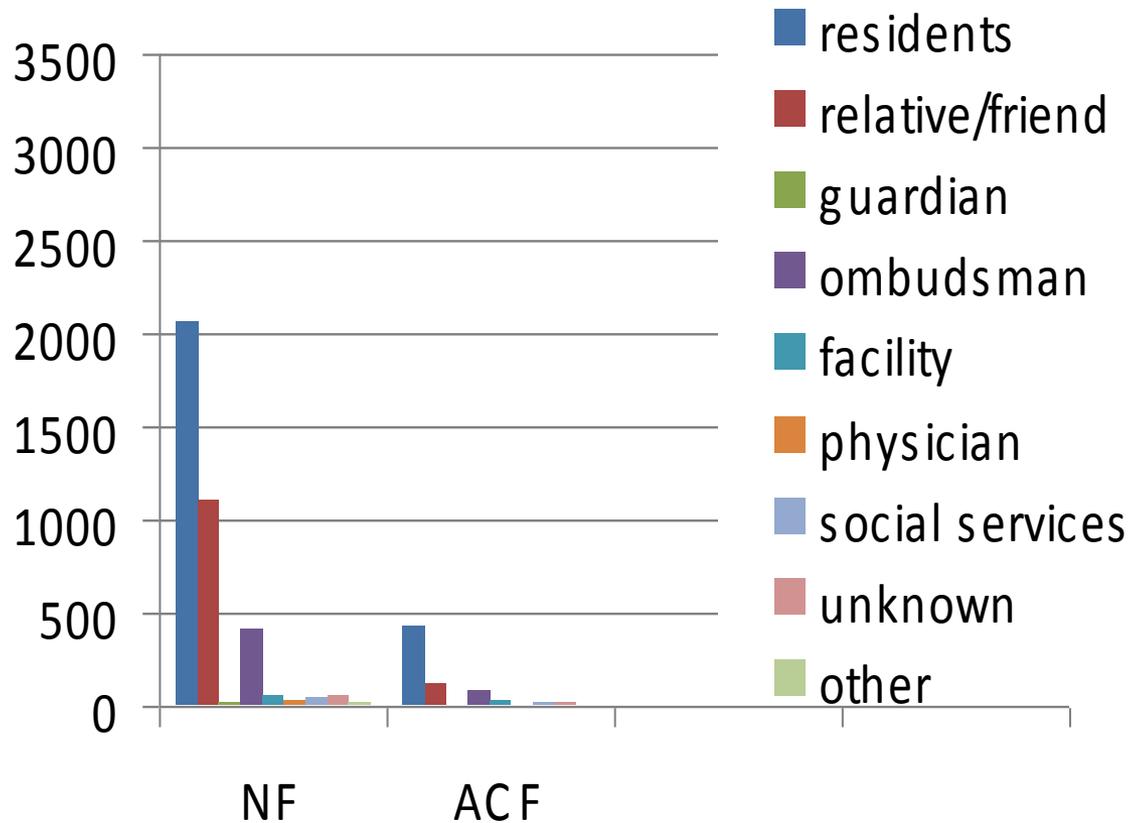
What you did to empower residents and protect their rights and quality of care

- Provided information and consultation to 1,816 persons (6,495)
- Participated in 138 facility surveys (547)
- Attended 745 resident council meetings (2,618) and 78 family council meetings (310)
- Provided 797 instances of TA to providers (3,232)

Figure 12: NY Complaints vs Consultations to Individuals

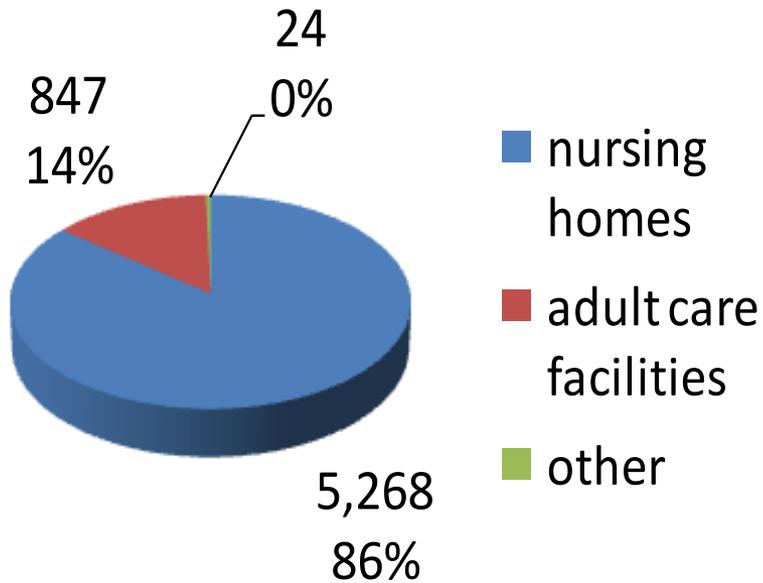


Who is Complaining?

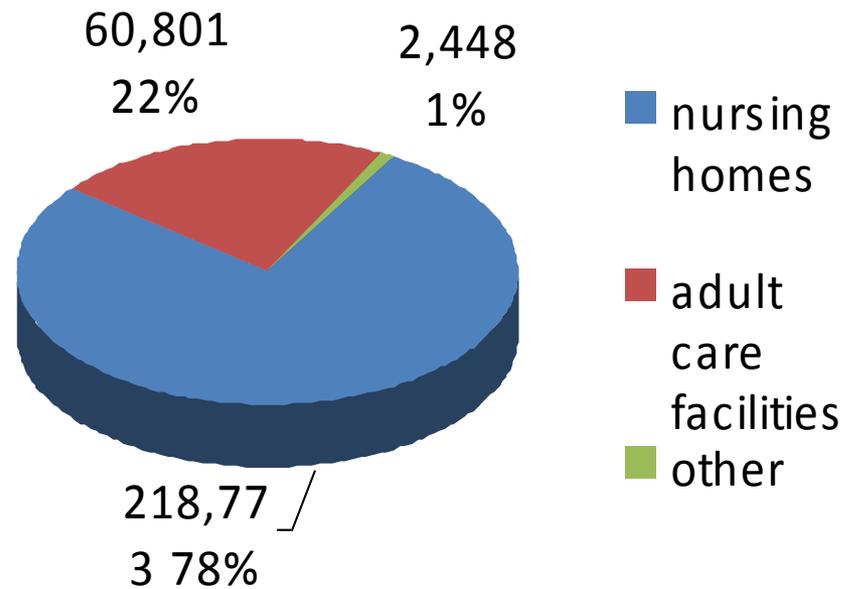


Complaint Venue

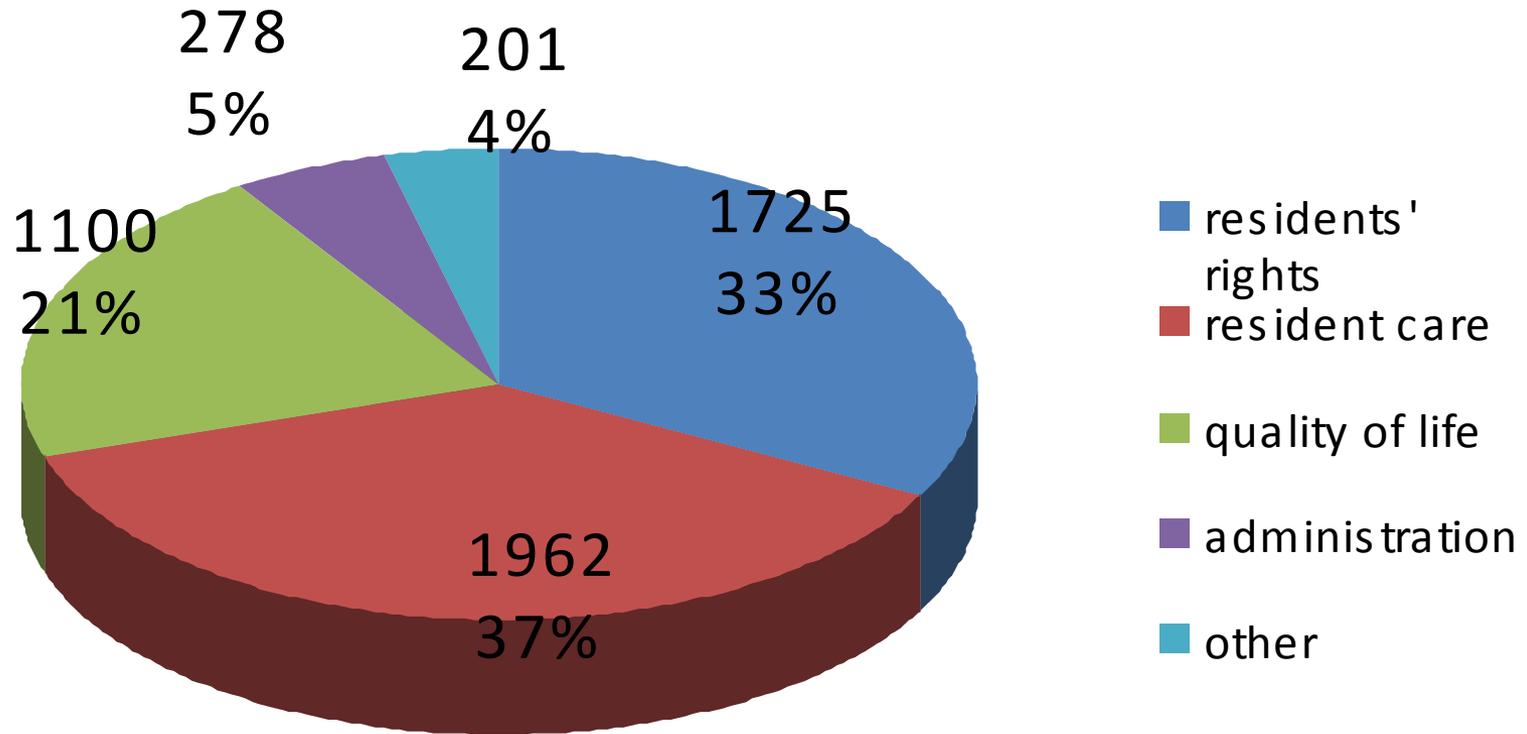
New York



National



Nursing Home Complaints by Category



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



Most Frequent Nursing Home Complaints

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

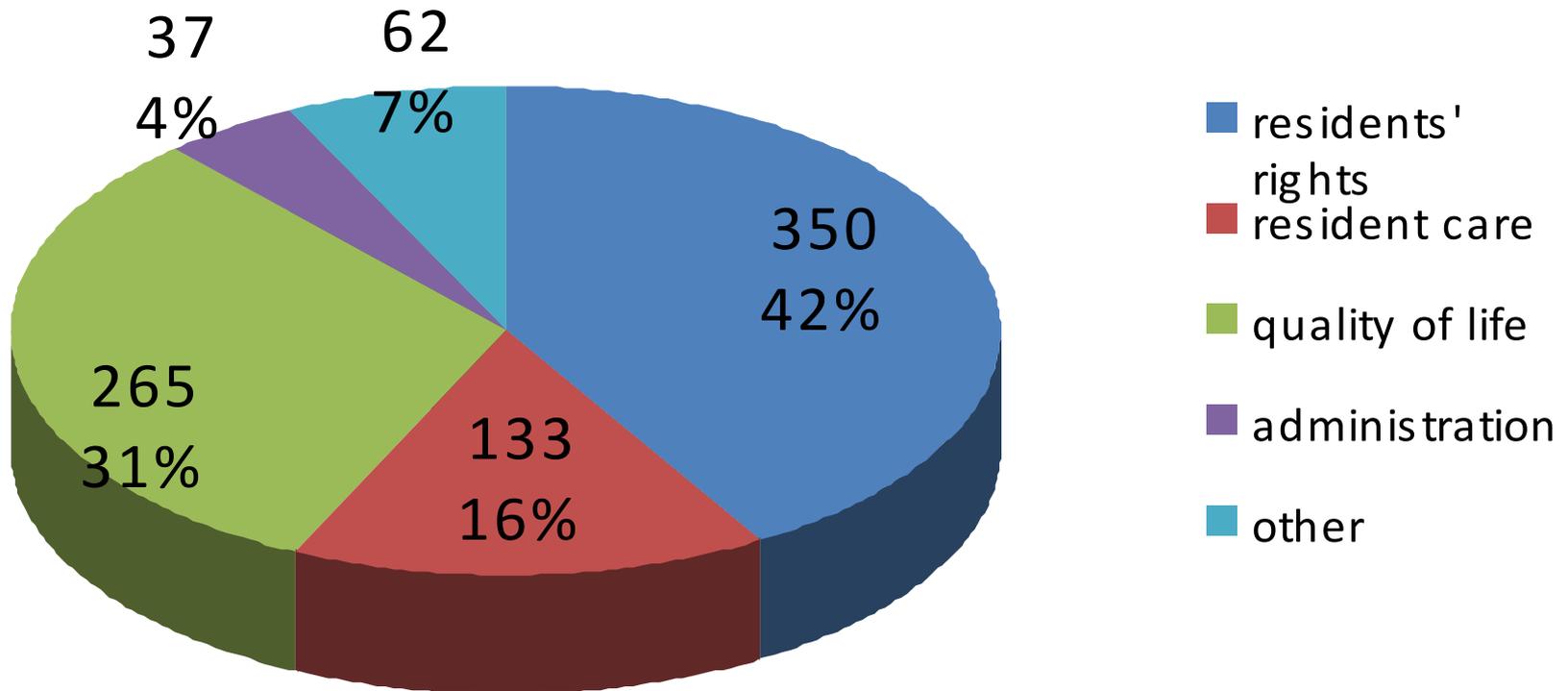
Most Frequent Nursing Home Complaints

Statewide

Region VI

- Discharge/eviction (planning, notice, process)
 - Medications –administration
 - Symptoms unattended, pain not managed, no notice to others of changes in condition
 - Failure to respond to requests for assistance
 - Dignity/respect/staff attitudes
- Discharge/eviction (planning, notice, process)
 - Failure to respond to requests for assistance
 - Dignity/respect/staff attitudes
 - Medications – administration
 - Personal hygiene
 - Accident or injury of unknown origin, falls, improper handling

Adult Care Facility Complaints by Category



Most Frequent Adult Home Complaints

- Food service (quantity, quality, choice)
- Discharge/eviction (planning, notice, process)
- Personal funds (mismanaged, access, deposits)
- Medications - administration
- Dignity/respect/staff attitudes

Most Frequent Adult Home Complaints

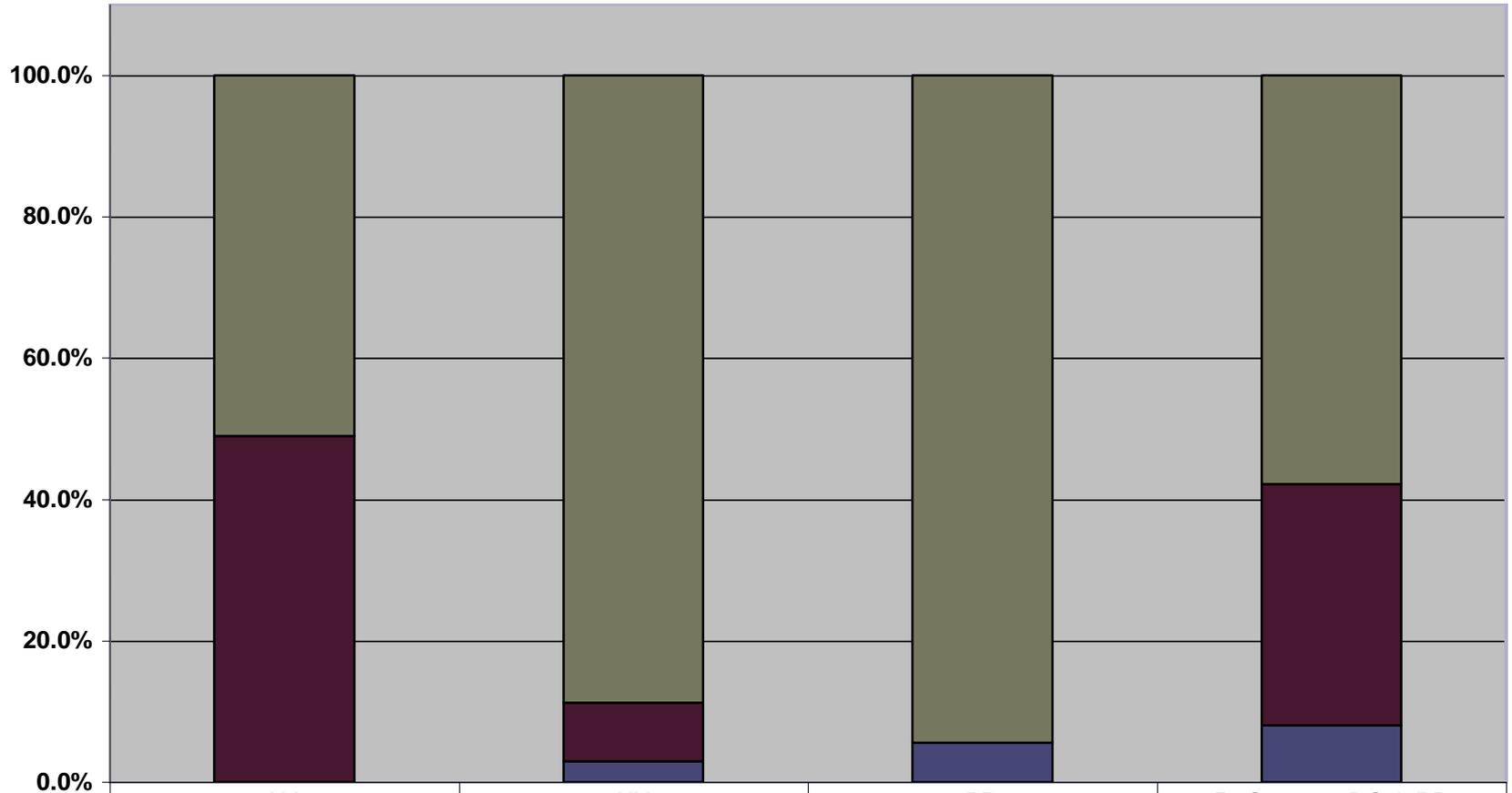
Statewide

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- Personal funds (mismanaged, access)
- Medications - administration
- Dignity/respect/staff attitudes

Region VI

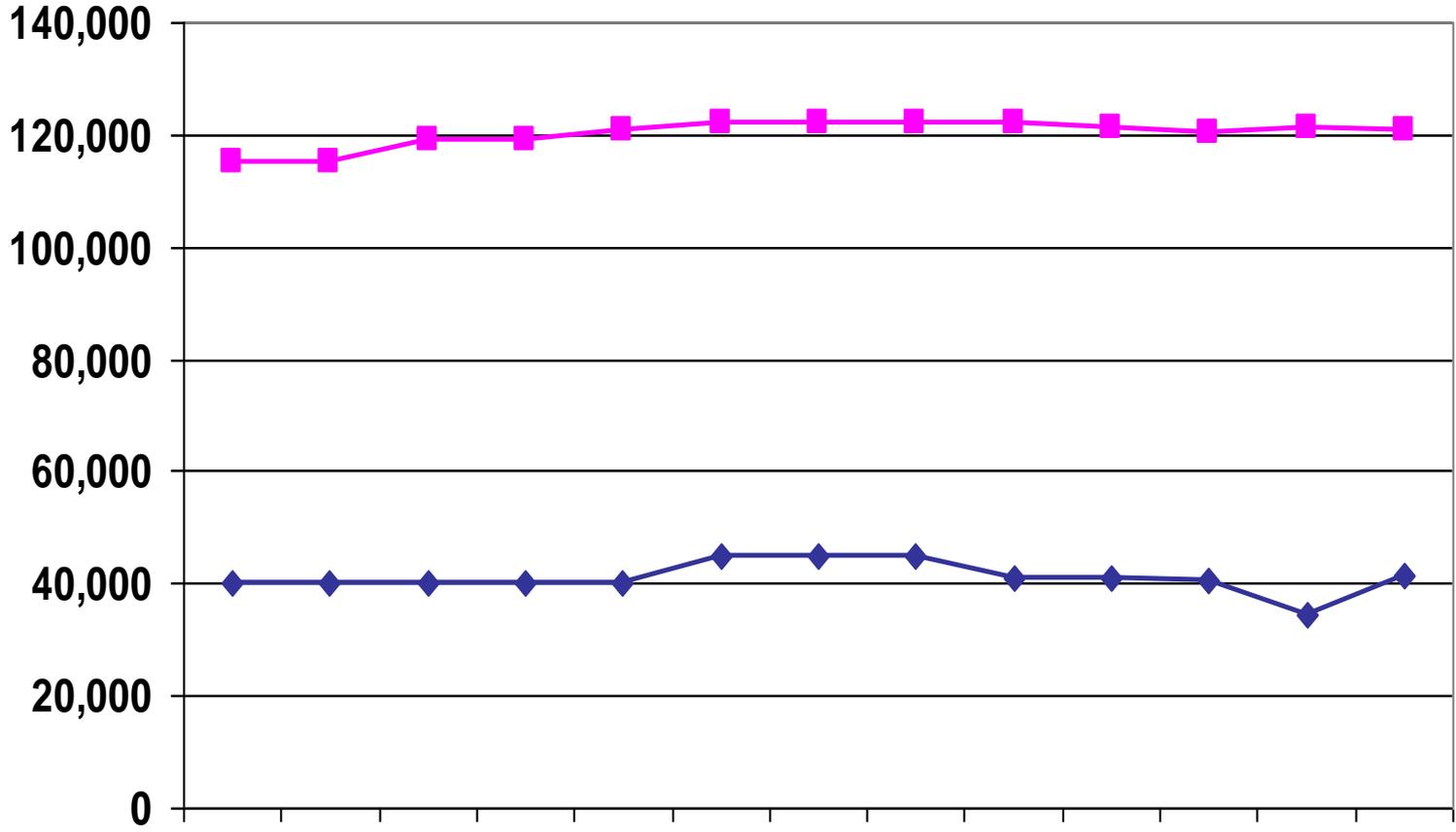
- Discharge/eviction (planning, notice, process)
- Medications – administration
- Personal property lost or stolen
- Food service (quantity, quality, choice)
- Financial exploitation or neglect by family

Ombudsman % Funding by Source in Region II FY 2008



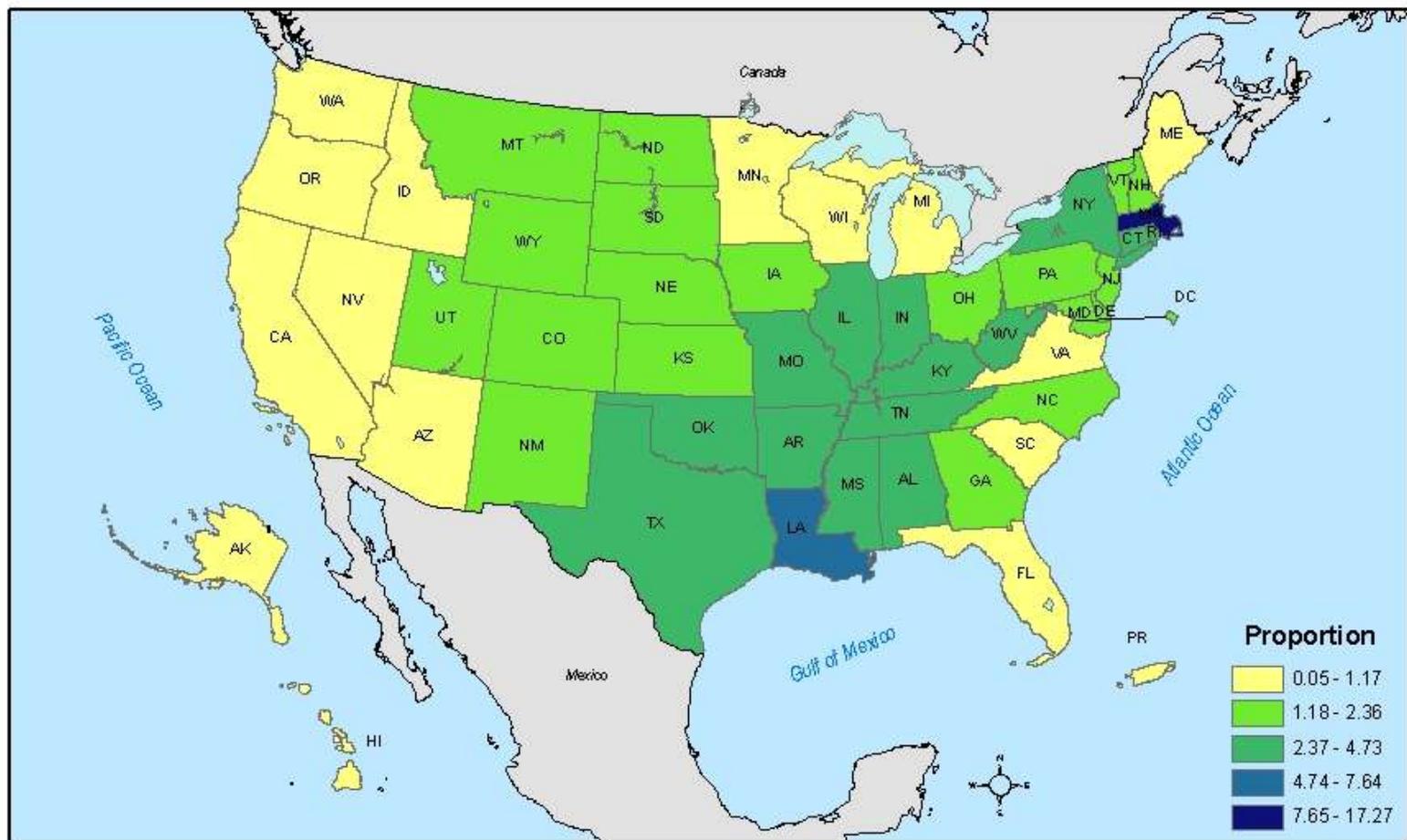
| | NJ | NY | PR | 50 States + DC & PR |
|----------------------|--------------|--------------|--------------|---------------------|
| Federal Funds | 51.0% | 88.8% | 94.4% | 57.8% |
| State Funds | 49.0% | 8.3% | 0.0% | 34.2% |
| Local Funds | 0.0% | 2.9% | 5.6% | 8.0% |

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)



Tips for Improving Investigations and Resolutions

- Investigations may involve observations, interviews and record reviews performed by the ombudsman
- Perform a “proper” investigation by investigating the problem not the just the incident
- Problem clarification is important. Let the main issues drive the investigation process

Tips for Improving Investigations and Resolutions

- Document the “whole” story (Beginning, Middle, End)
- Work to achieve lasting resolutions

**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

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