



Advocating Today for a Better Tomorrow in New York

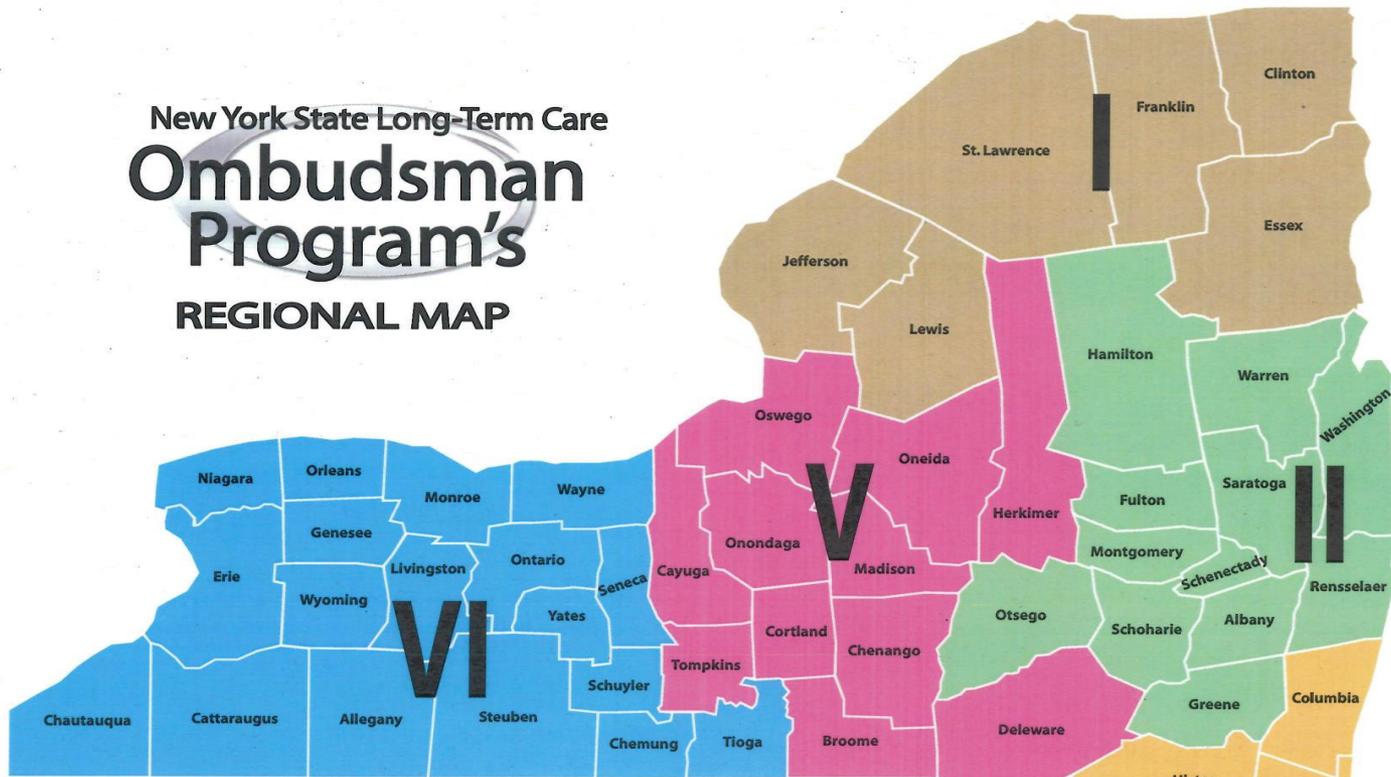


Fast Facts about NYS

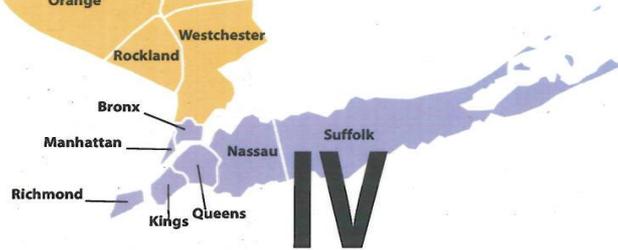
Nationally:

- 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

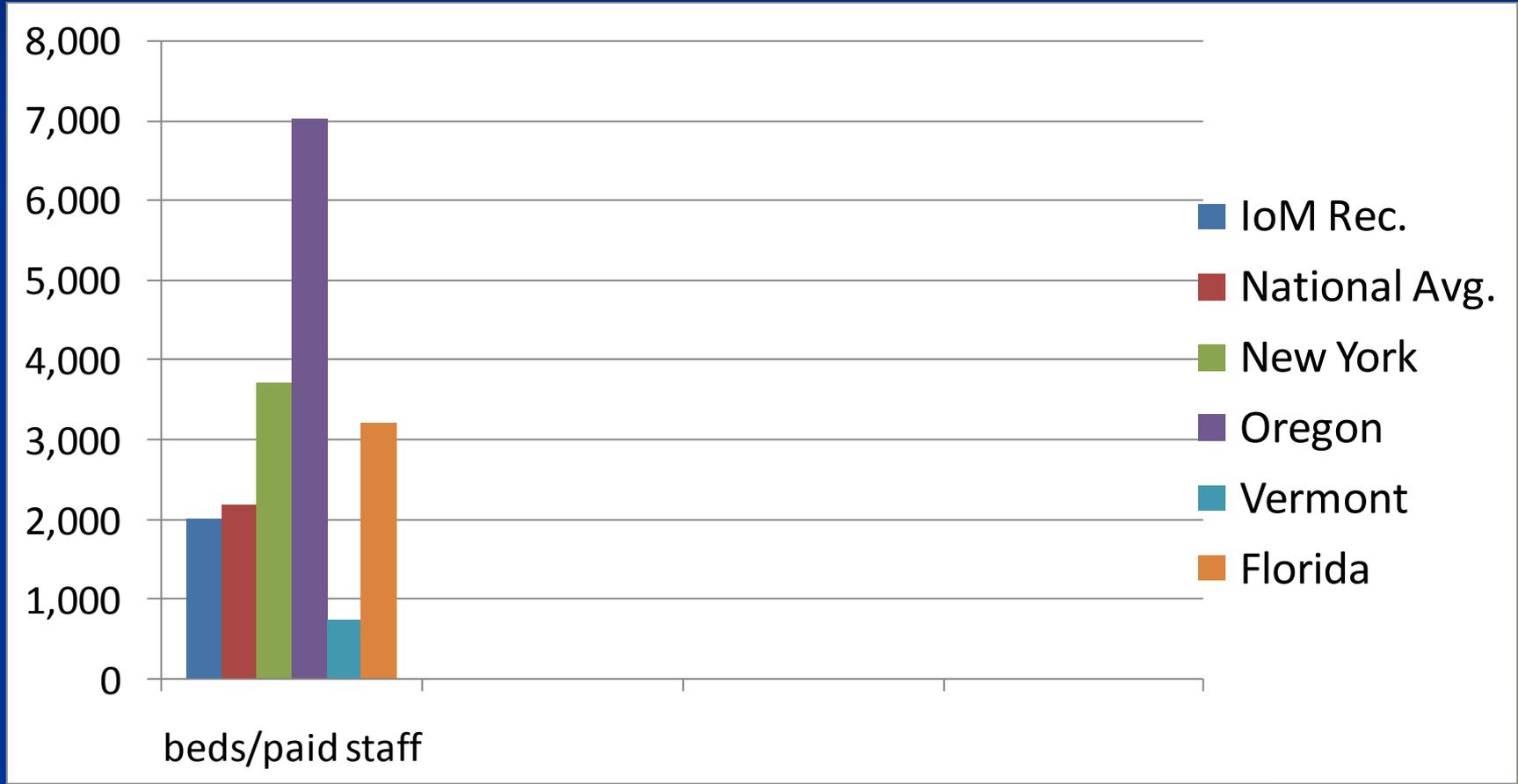
New York State Long-Term Care Ombudsman Program's REGIONAL MAP



I Northern	II Capital	III Hudson Valley	IV Metropolitan	V Central	VI Western
Clinton	Albany	Columbia	Bronx	Broome	Albany
Essex	Fulton	Dutchess	Kings	Cayuga	Cattaraugus
Franklin	Greene	Orange	Manhattan	Chenango	Chautauqua
Jefferson	Hamilton	Putnam	Nassau	Cortland	Chemung
Lewis	Montgomery	Rockland	Queens	Delaware	Erie
St. Lawrence	Otsego	Sullivan	Richmond	Herkimer	Genesee
	Saratoga	Ulster	Suffolk	Madison	Livingston
	Schenectady	Westchester		Oneida	Monroe
	Schoharie			Onondaga	Niagara
	Rensselaer			Oswego	Ontario
	Warren			Tompkins	Schenectady
	Washington			Cortland	Montgomery
				Chenango	Schoharie
				Broome	Albany
				Delaware	Greene
					Columbia
					Ulster
					Sullivan
					Orange
					Rockland
					Dutchess
					Putnam
					Westchester
					Manhattan
					Richmond
					Kings
					Queens
					Nassau
					Suffolk



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



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

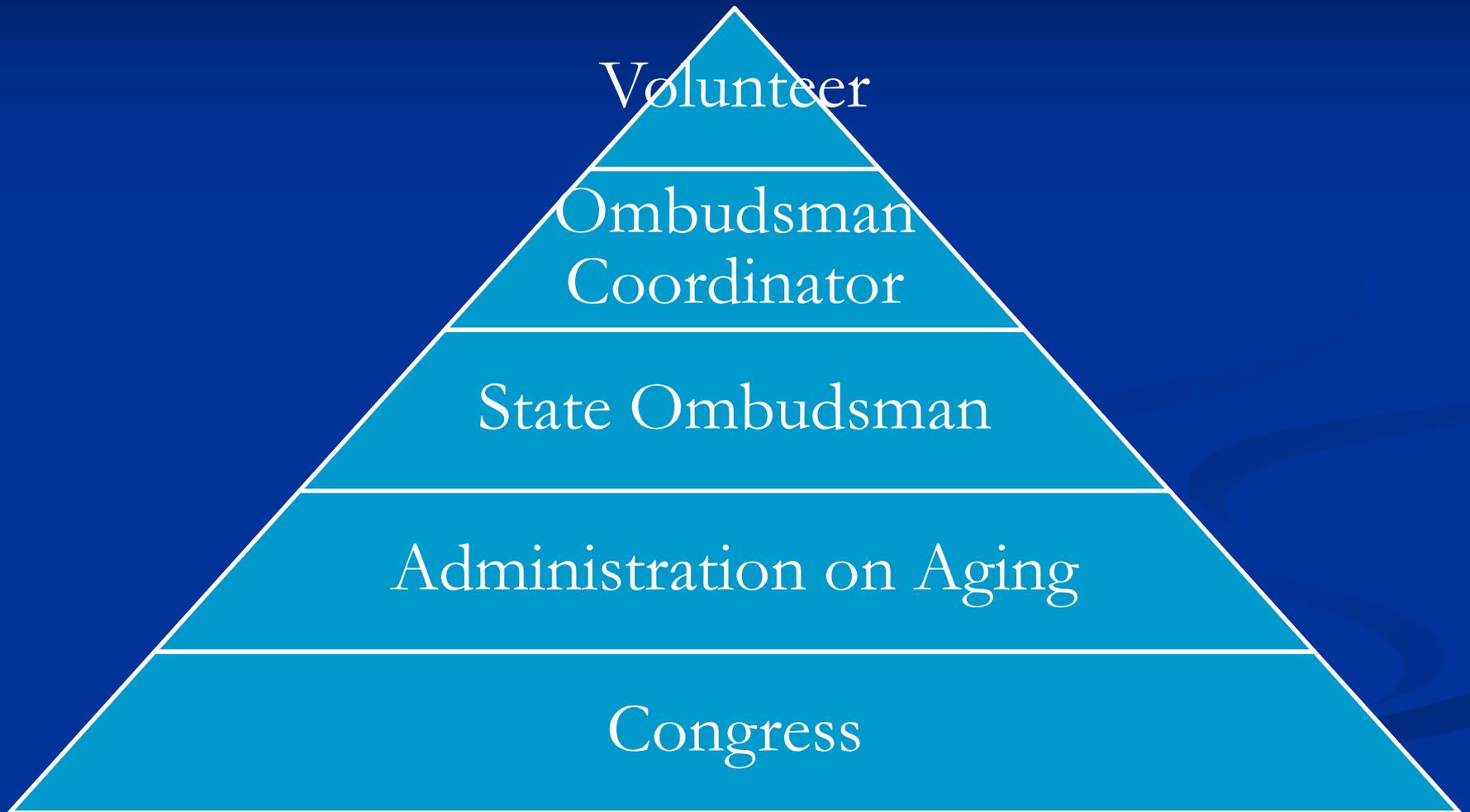
Do you think it'll matter if I don't submit this story on that Watergate thing?



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



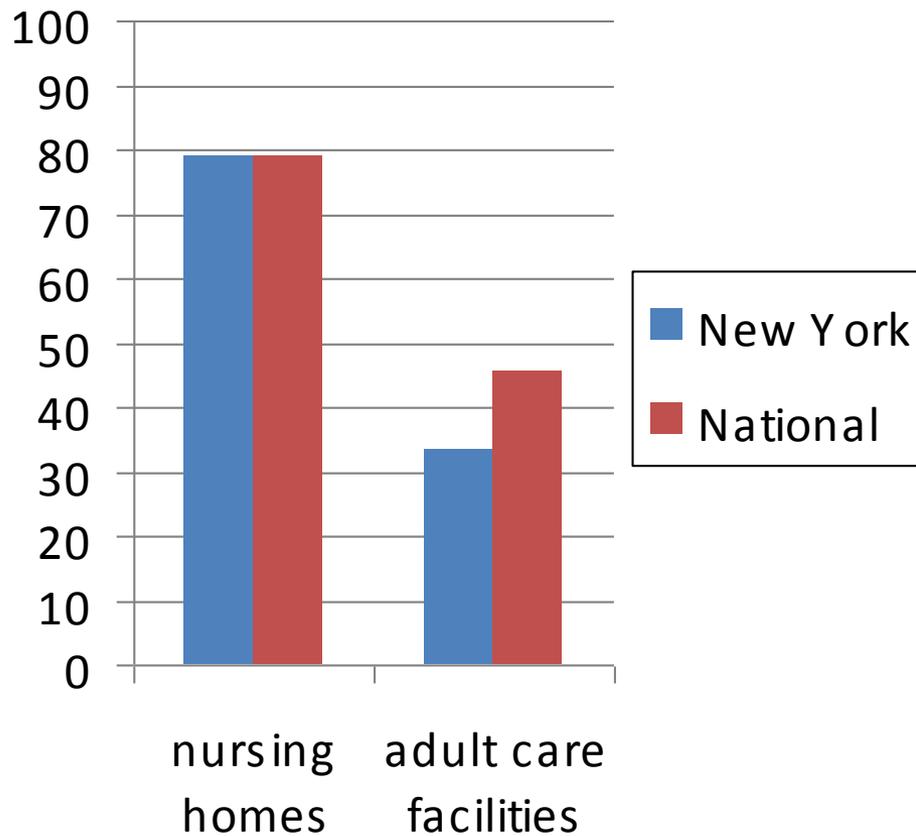
What story does the data tell about Program Priorities?

Access

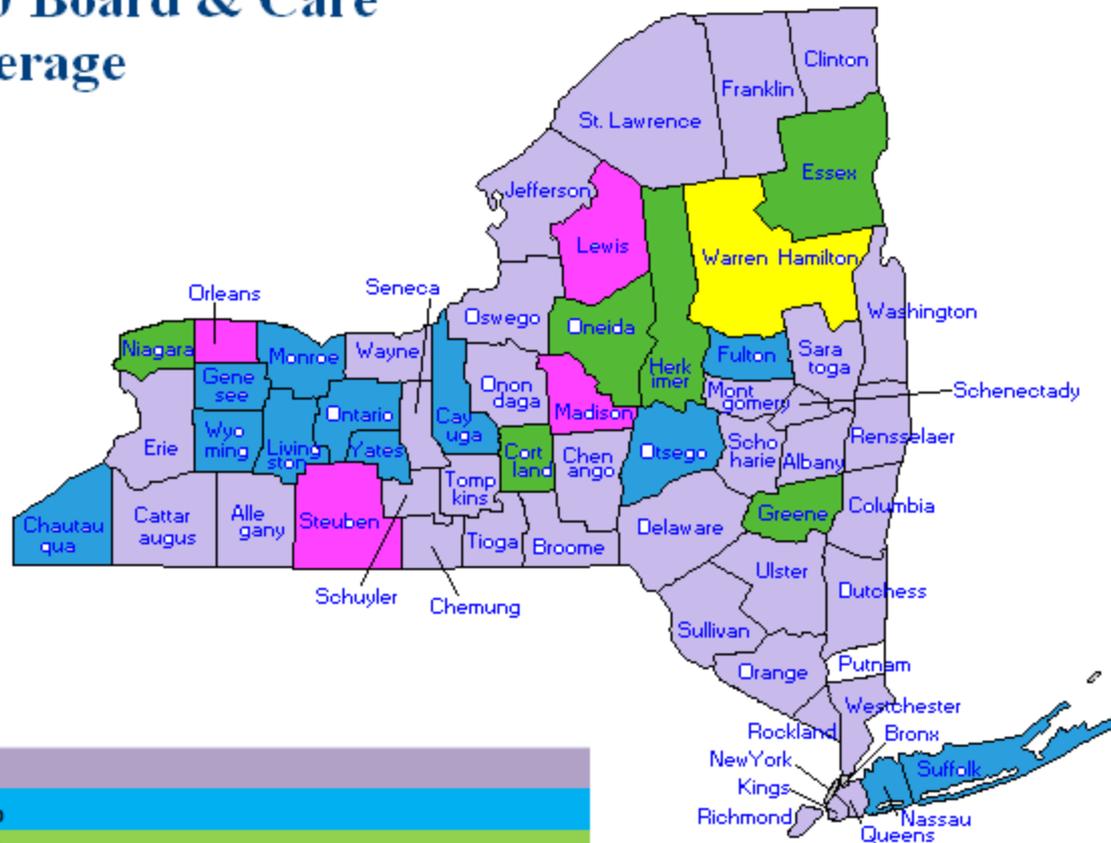
Empowerment

Effective complaint resolution and
systems change

Percentage of Facilities Visited on a Regular Basis



2010 Board & Care Coverage



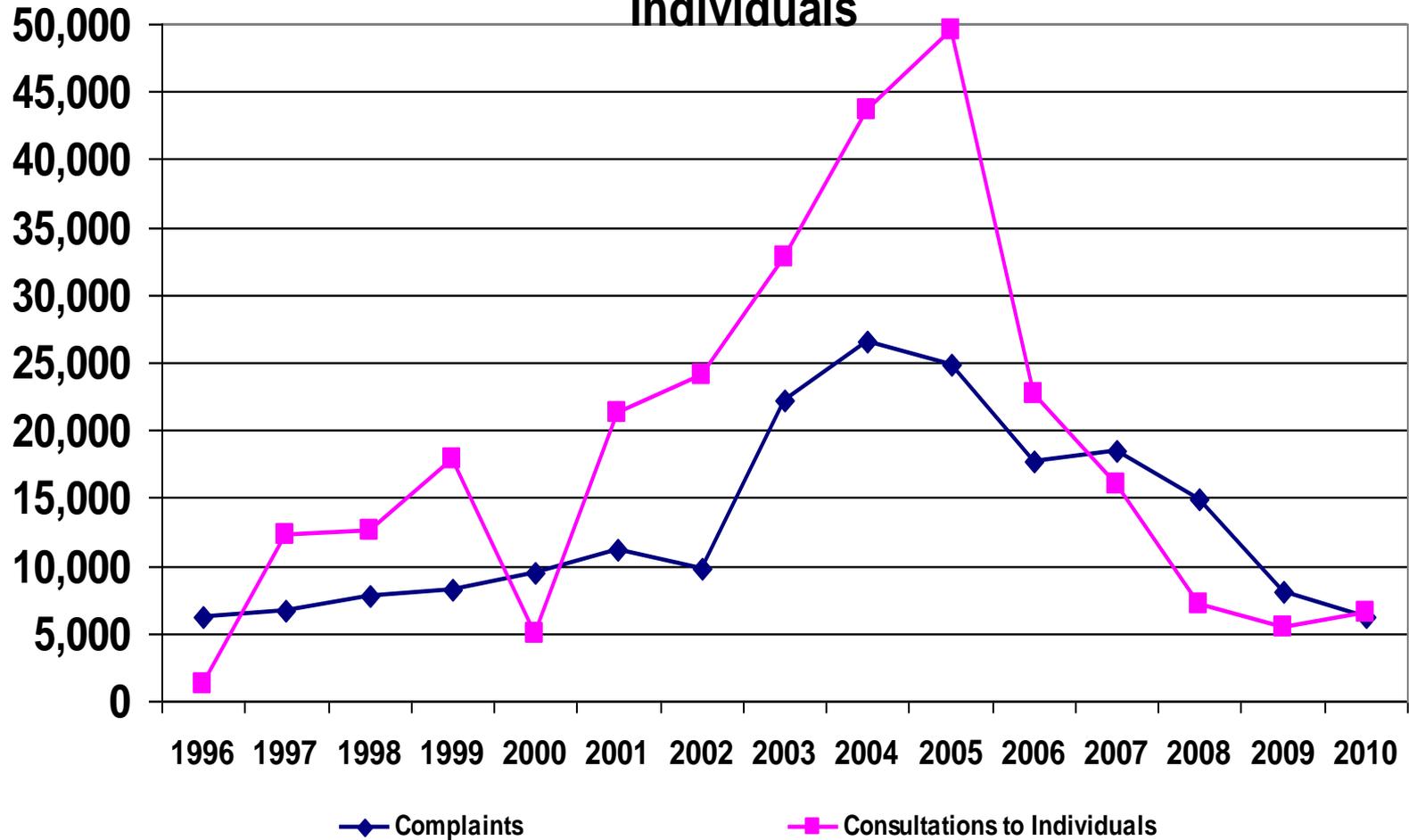
Just The Facts



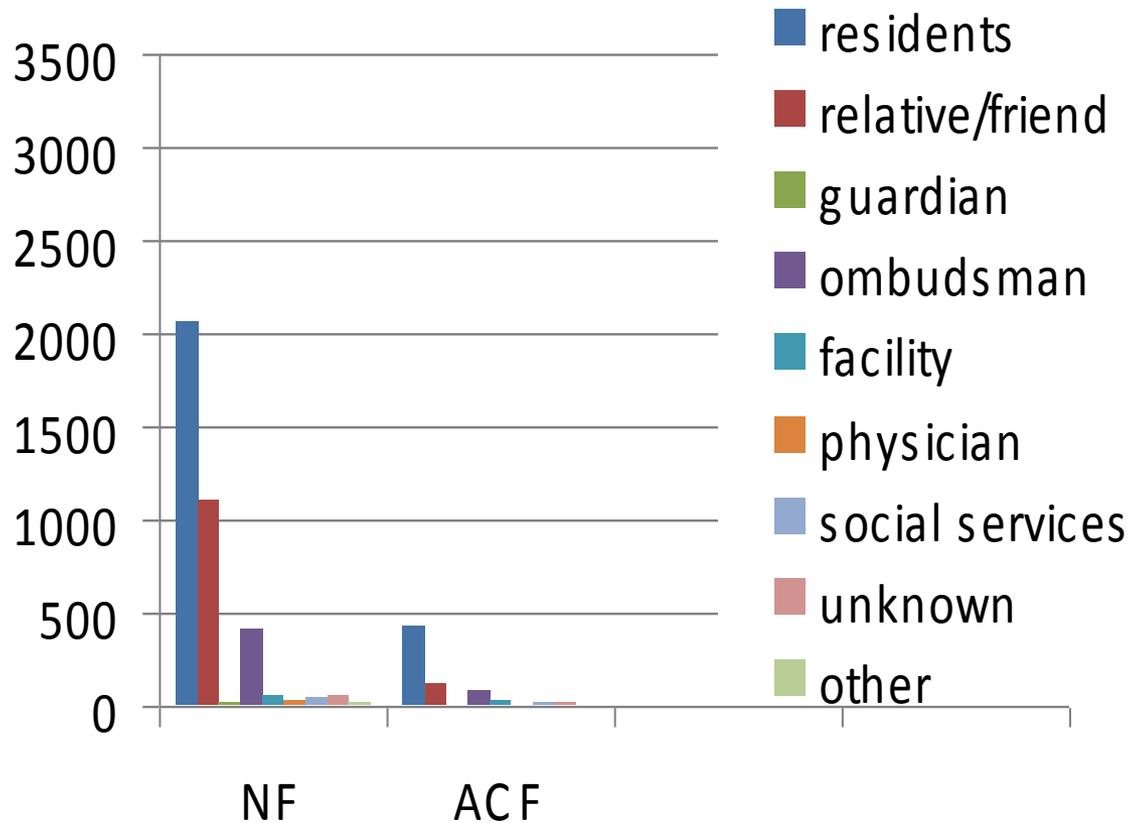
What you did to empower residents and protect their rights and quality of care

- Provided information and consultation to 1,038 persons (6,495)
- Participated in 88 facility surveys (547)
- Attended 378 resident council meetings (2,618) and 53 family council meetings (310)
- Provided 455 instances of TA to providers (3,232)

Figure 12: NY Complaints vs Consultations to Individuals

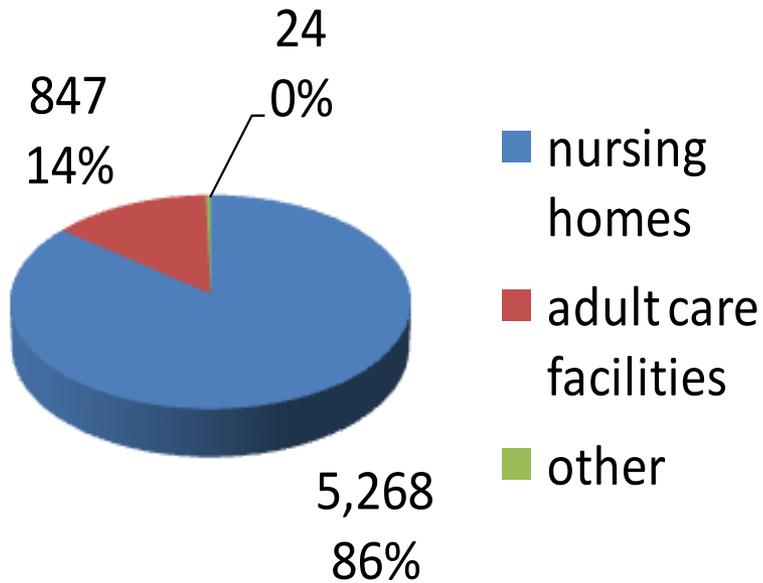


Who is Complaining?

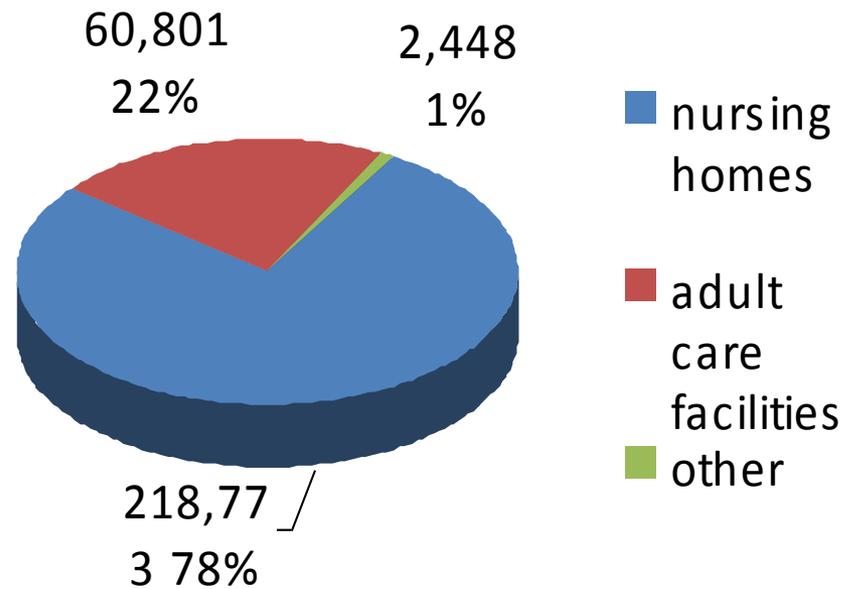


Complaint Venue

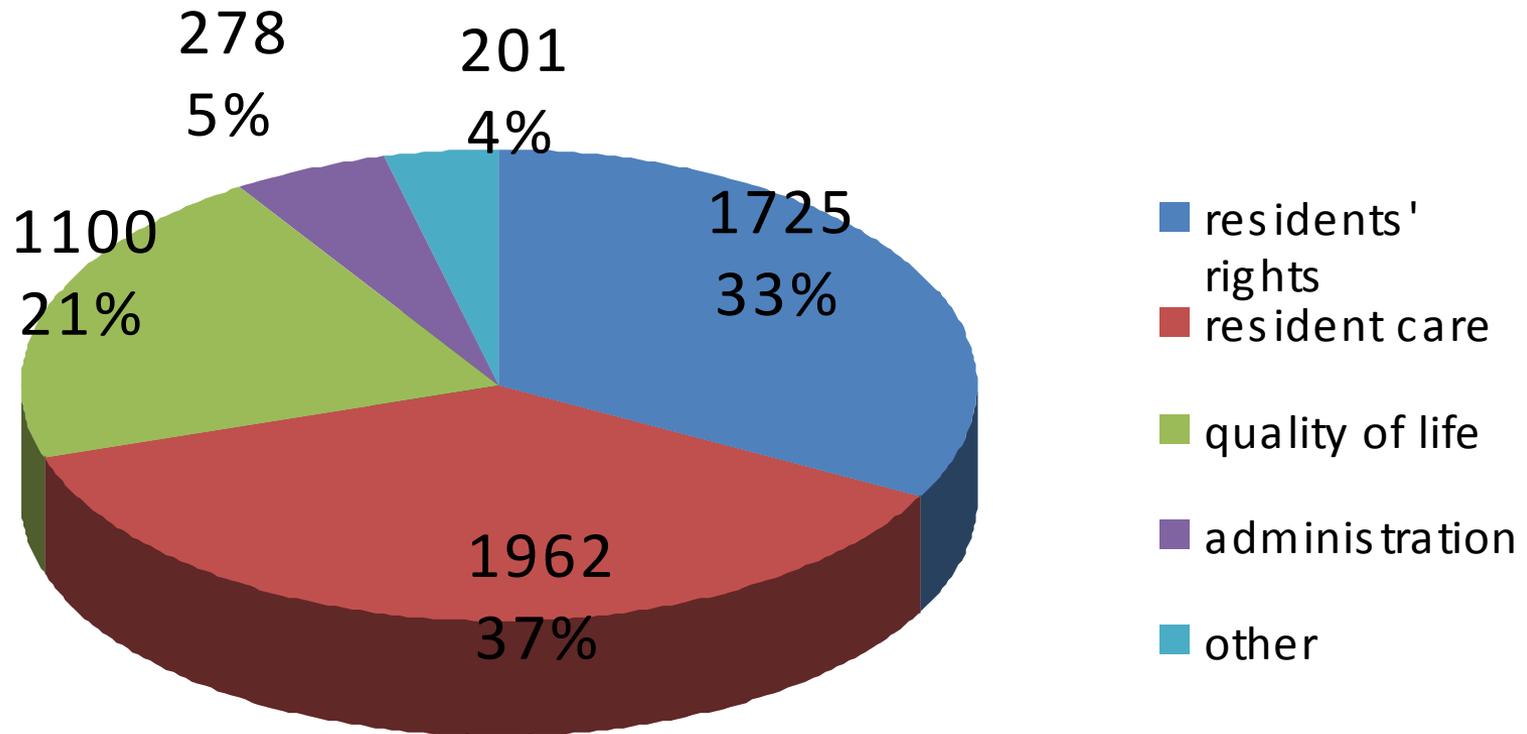
New York



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

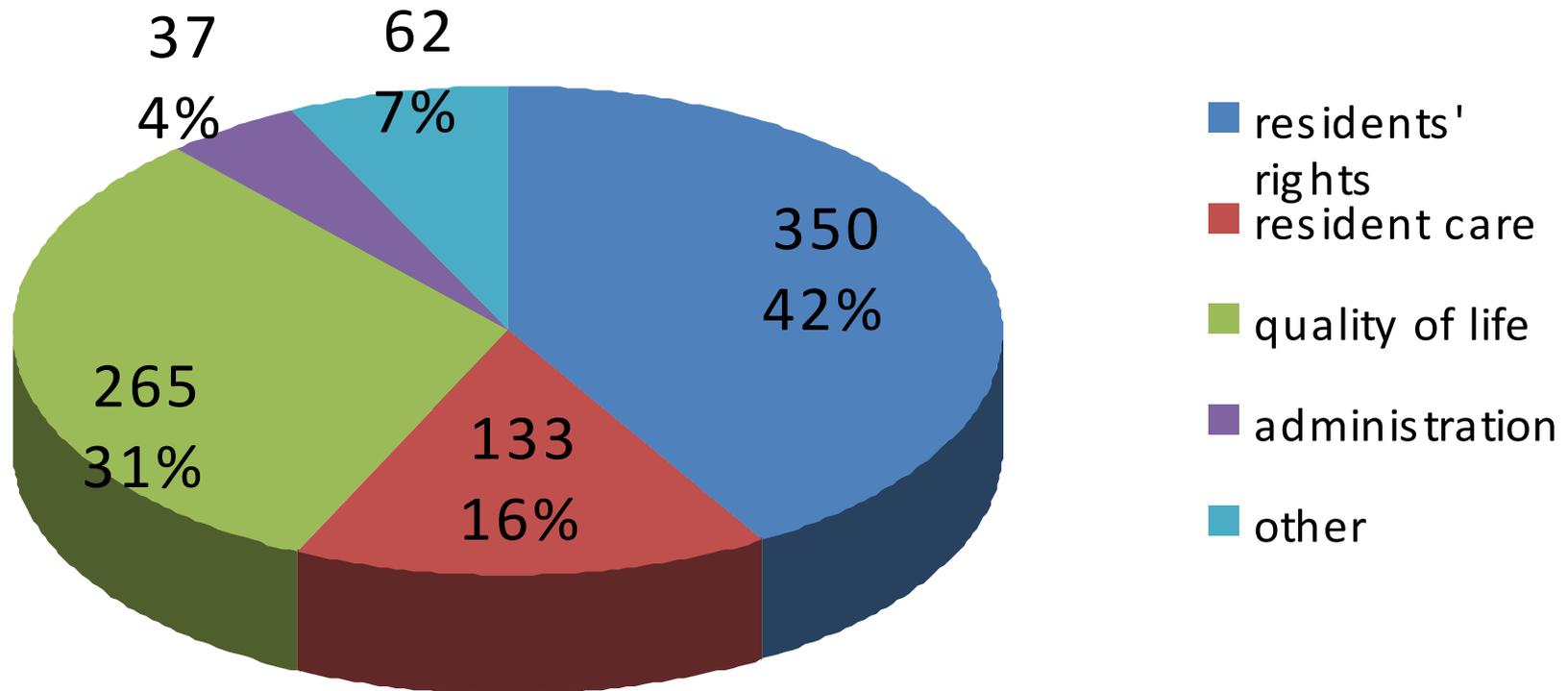
Most Frequent Nursing Home Complaints

Statewide

Region V

- 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
- Failure to respond to requests for assistance (1)
- Shortage of staff (1)
- Medications – administration
- Food service (quantity, quality, choice)
- Personal hygiene & grooming
- Symptoms unattended, pain not managed, no notice to others of changes in condition (5)
- Exercise preference/choice (5)

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

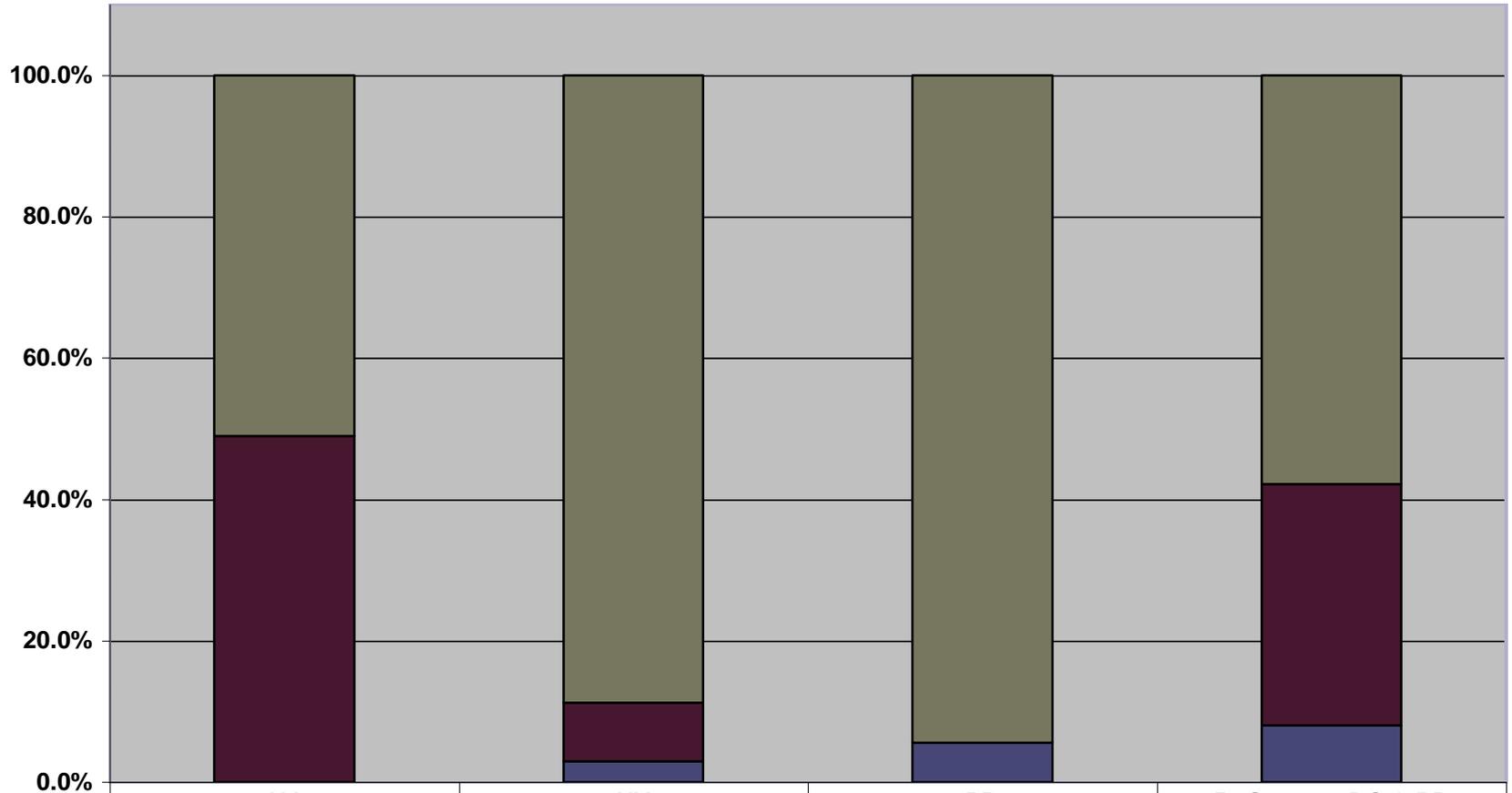
Statewide

- Food service (quantity, quality, choice)
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- Personal funds (mismanaged, access)
- Medications - administration
- Dignity/respect/staff attitudes

Region V

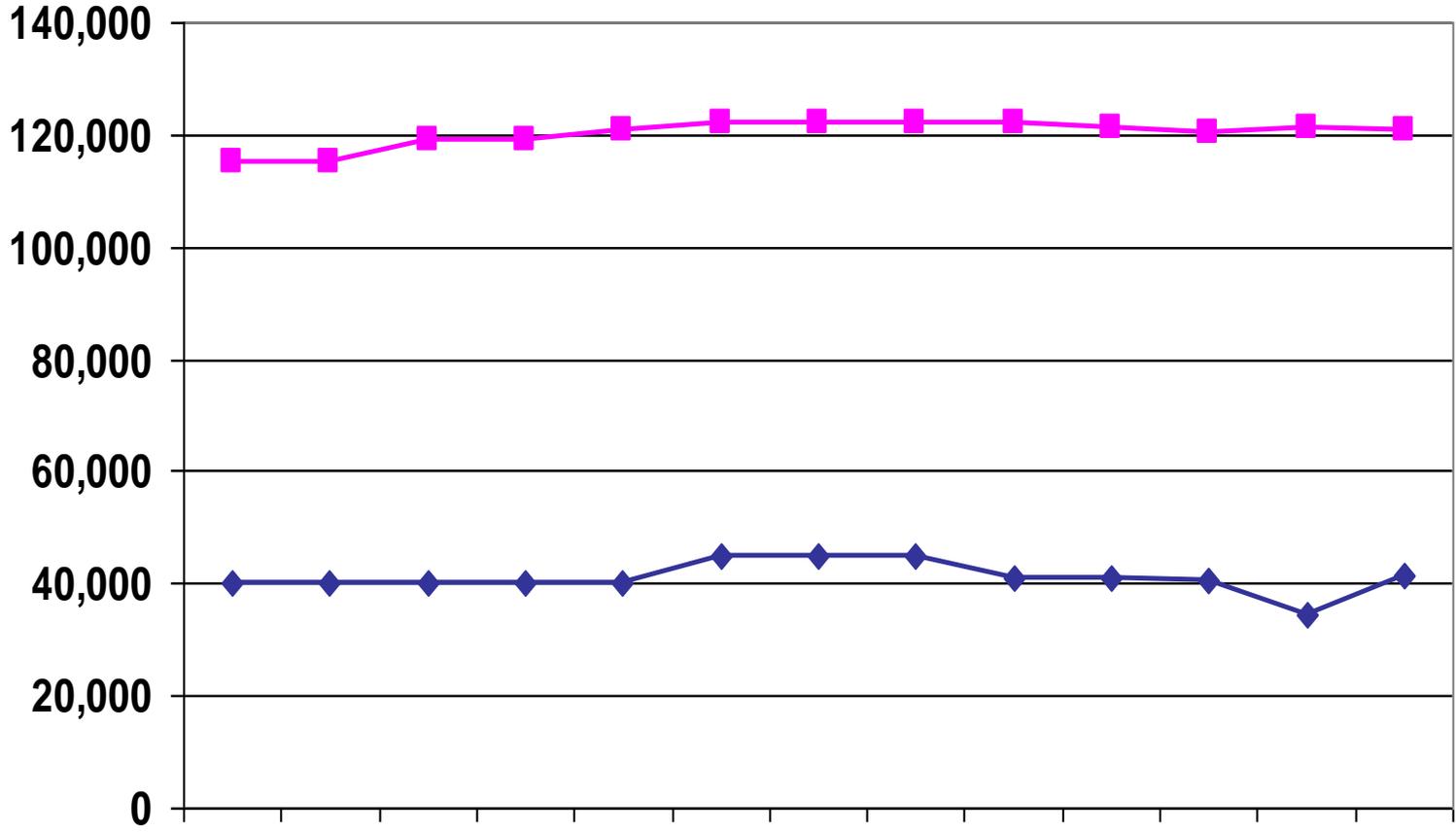
- Billing/charges
- Equipment/building (disrepair, hazard, not secure) (2)
- Privacy (phone, visitors) (2)
- Personal funds (mismanaged, access) (3)
- Resident conflict (3)
- Discharge/eviction (Planning, notice, process) (3)
- Request for less restrictive placement (3)

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%

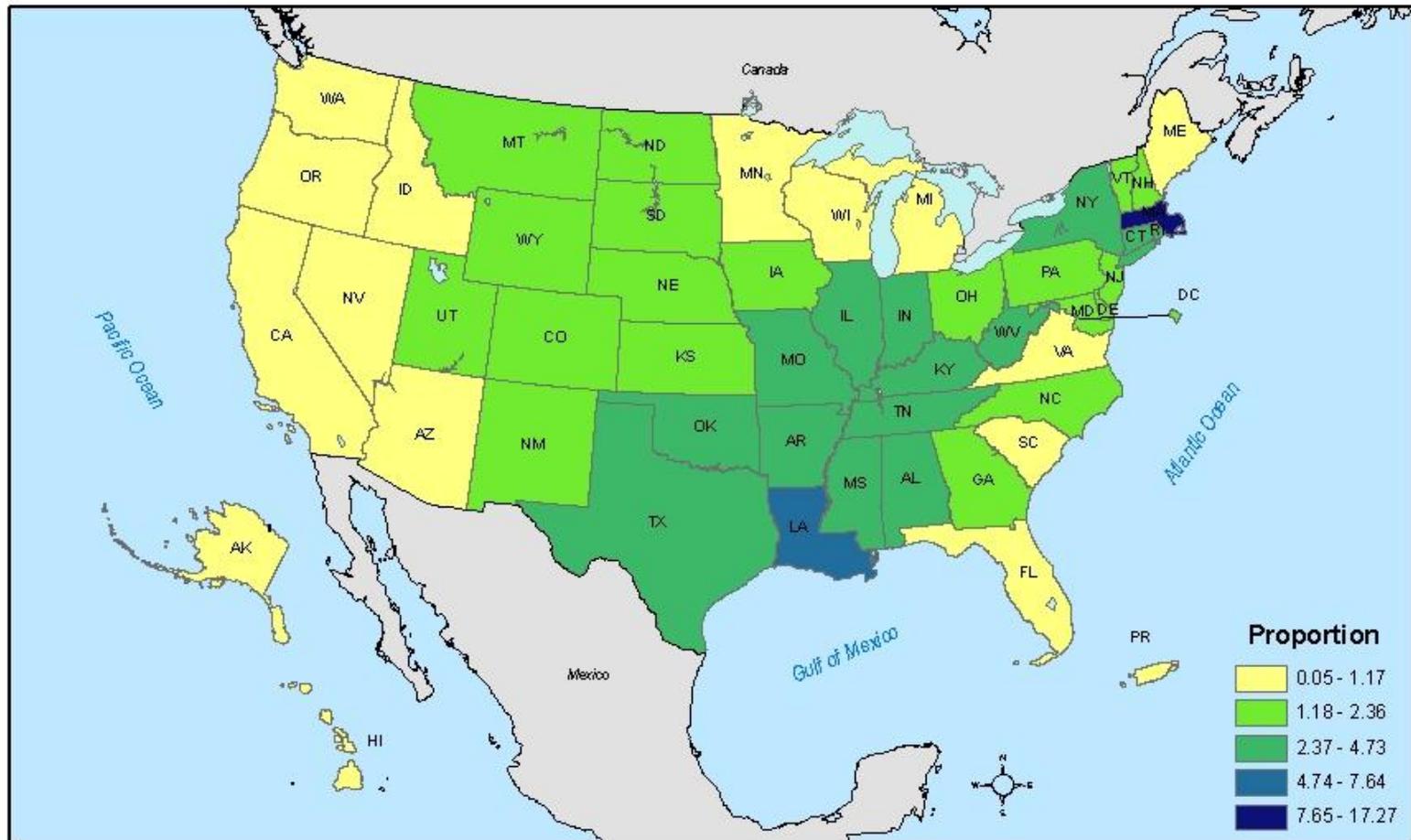
Figure 21: NY Facility Beds by Type of Facility



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

◆ B&C, ALF, RCF & Similar Beds
 ■ Nursing Facility Beds

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



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



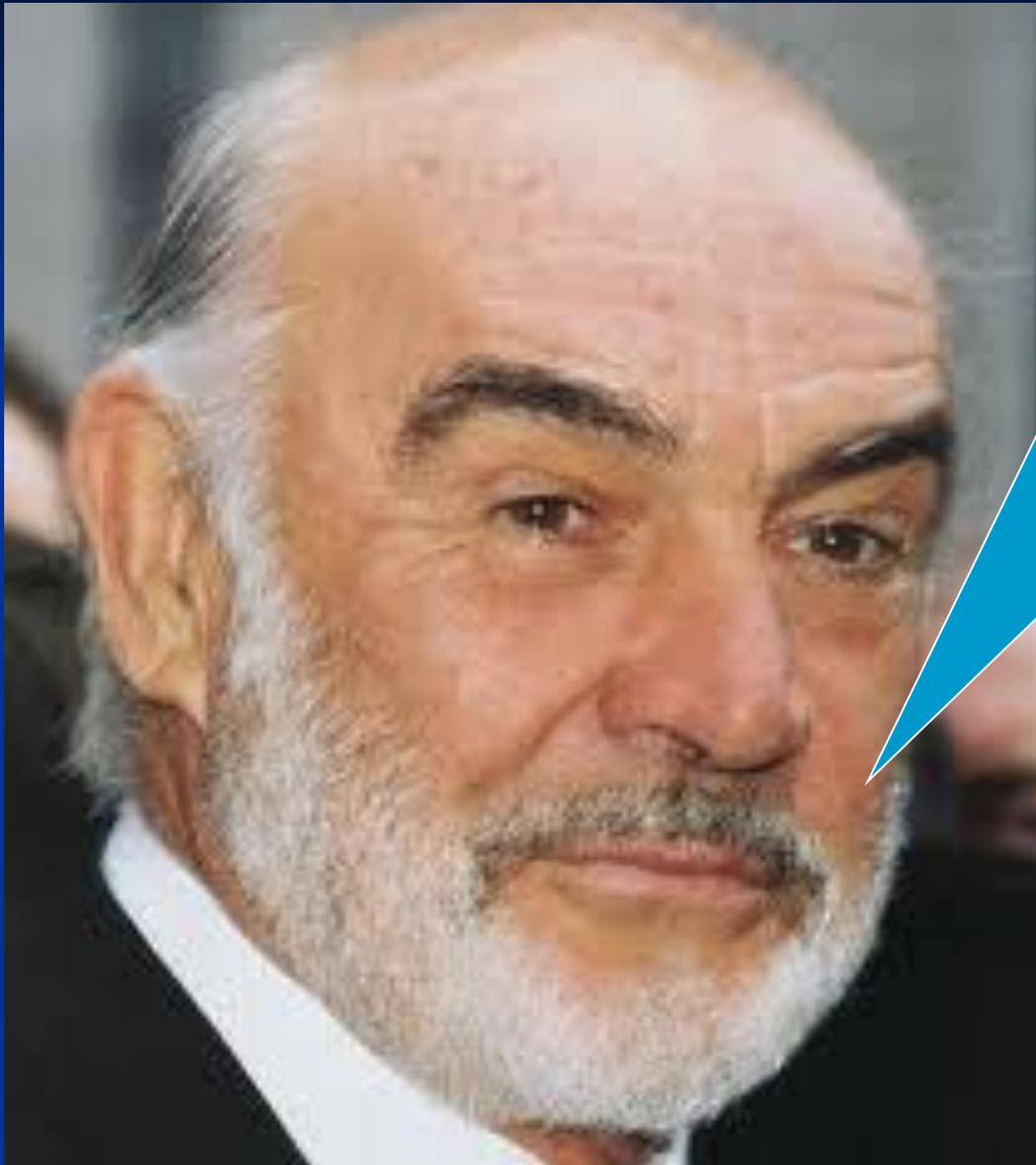
Tips for Improving Investigations and Resolutions

- 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?**



You do very important work. Make sure it counts by turning in your reports. You will not get any secret agent gadgets but you will have my appreciation.

Thank you for
volunteering your time,
talent and compassion

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