

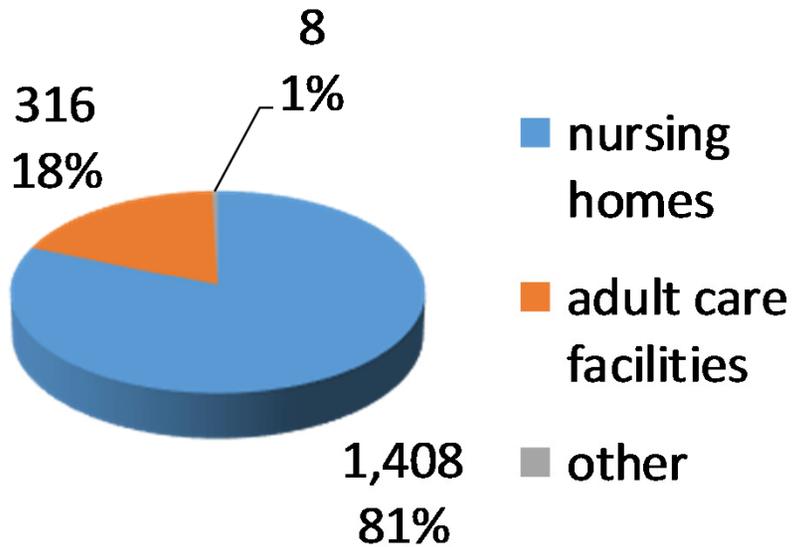
NYS Ombudsman Program Complaint Data



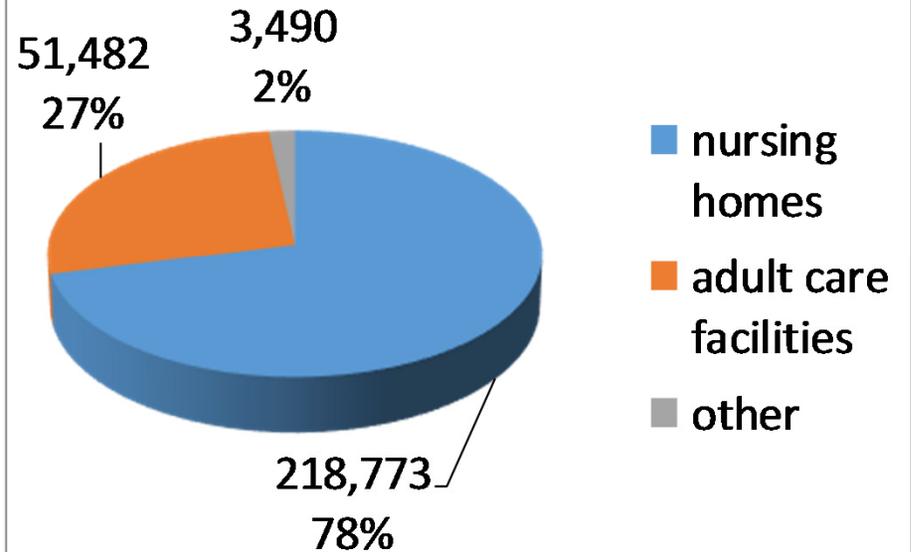
NYS LTCOP FFY 2015 Data

Complaint Venue

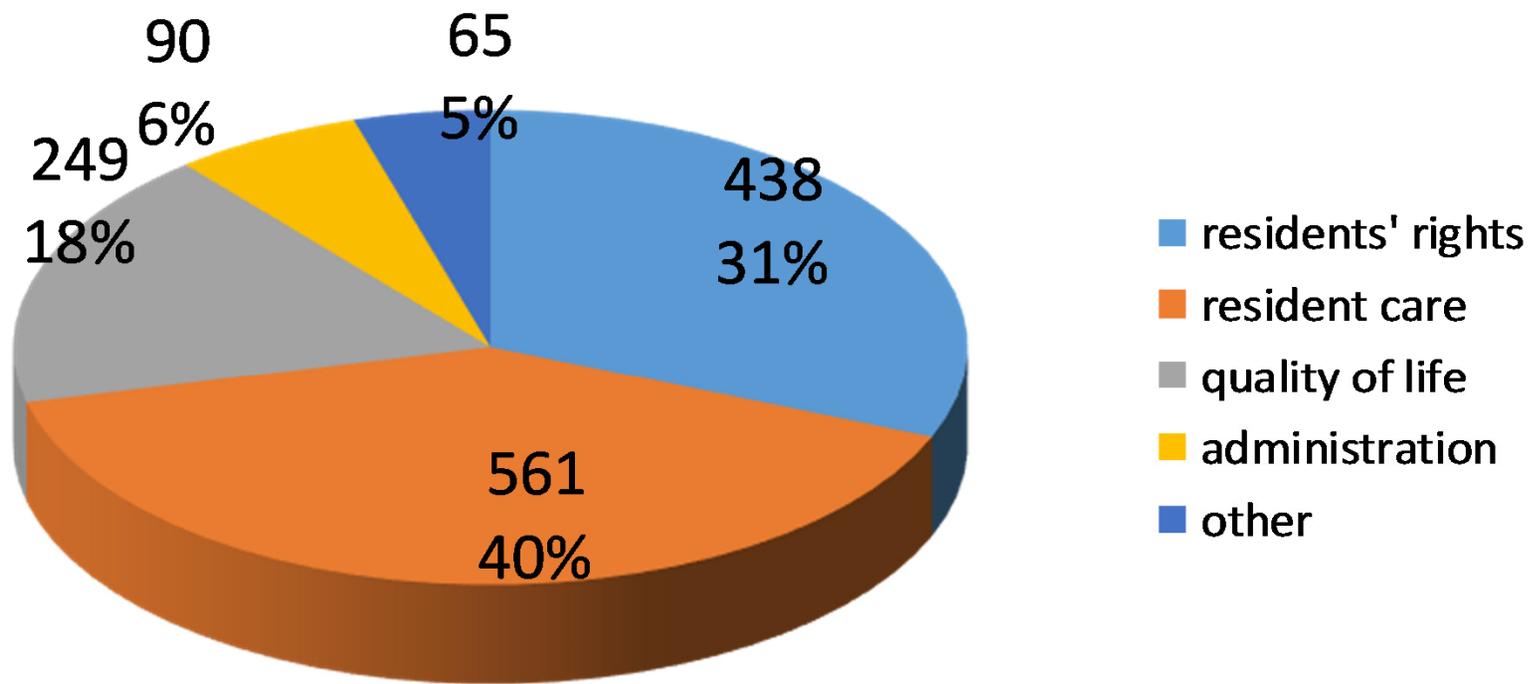
New York



National



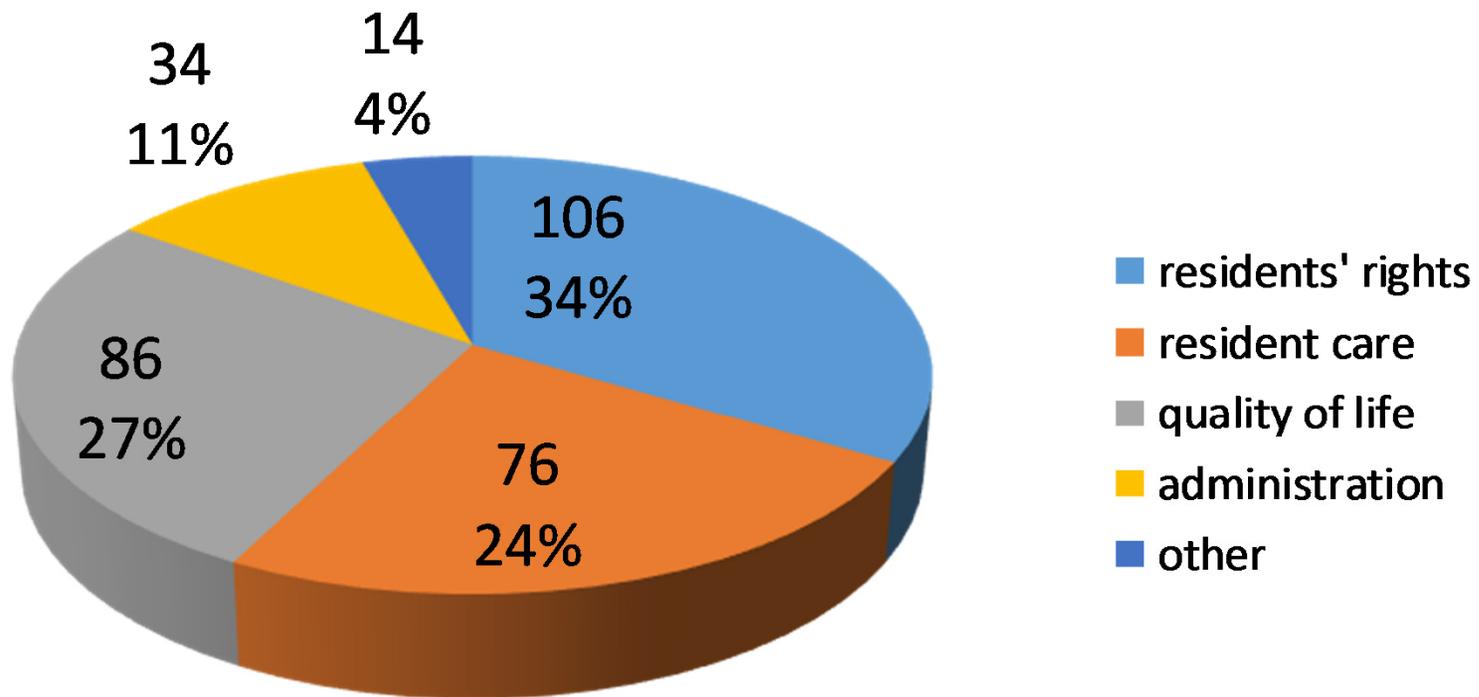
Nursing Home Complaints by Category



Most Frequent Nursing Home Complaints

- Discharge/eviction (planning, notice, process)
- Medications – administration, organization
- Care plan / resident assessment – inadequate, failure to follow
- Dignity/respect/staff attitudes
- Failure to respond to requests for assistance

Adult Care Facility Complaints by Category



Most Frequent Adult Home Complaints

- Medications – administration, organization
- Discharge/eviction - planning, notice, process
- Dignity, respect – staff attitudes
- Food service – quantity, quality, variation, choice, menu, utensils
- Cleanliness, pests, general housekeeping
- Resident conflict, including roommates