

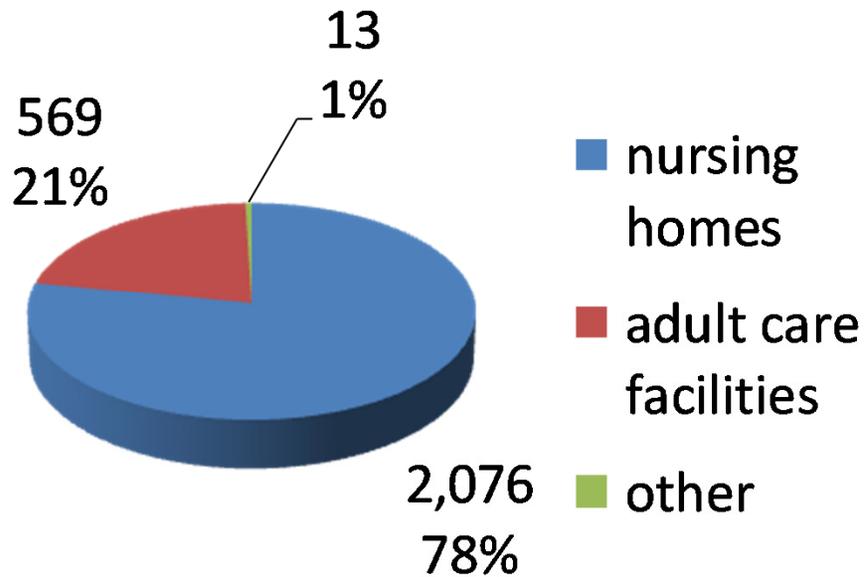
NYS Ombudsman Program Complaint Data



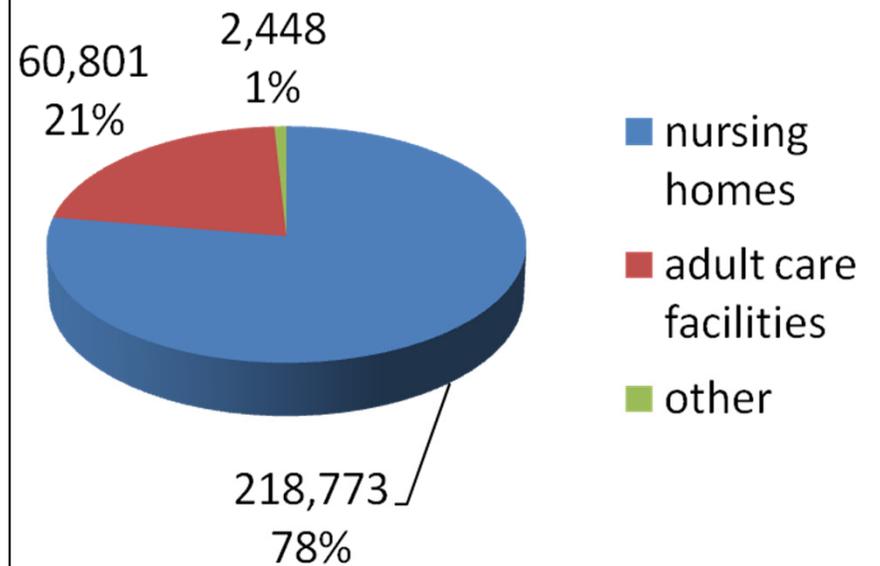
NYS LTCOP FFY 2013 Data

Complaint Venue

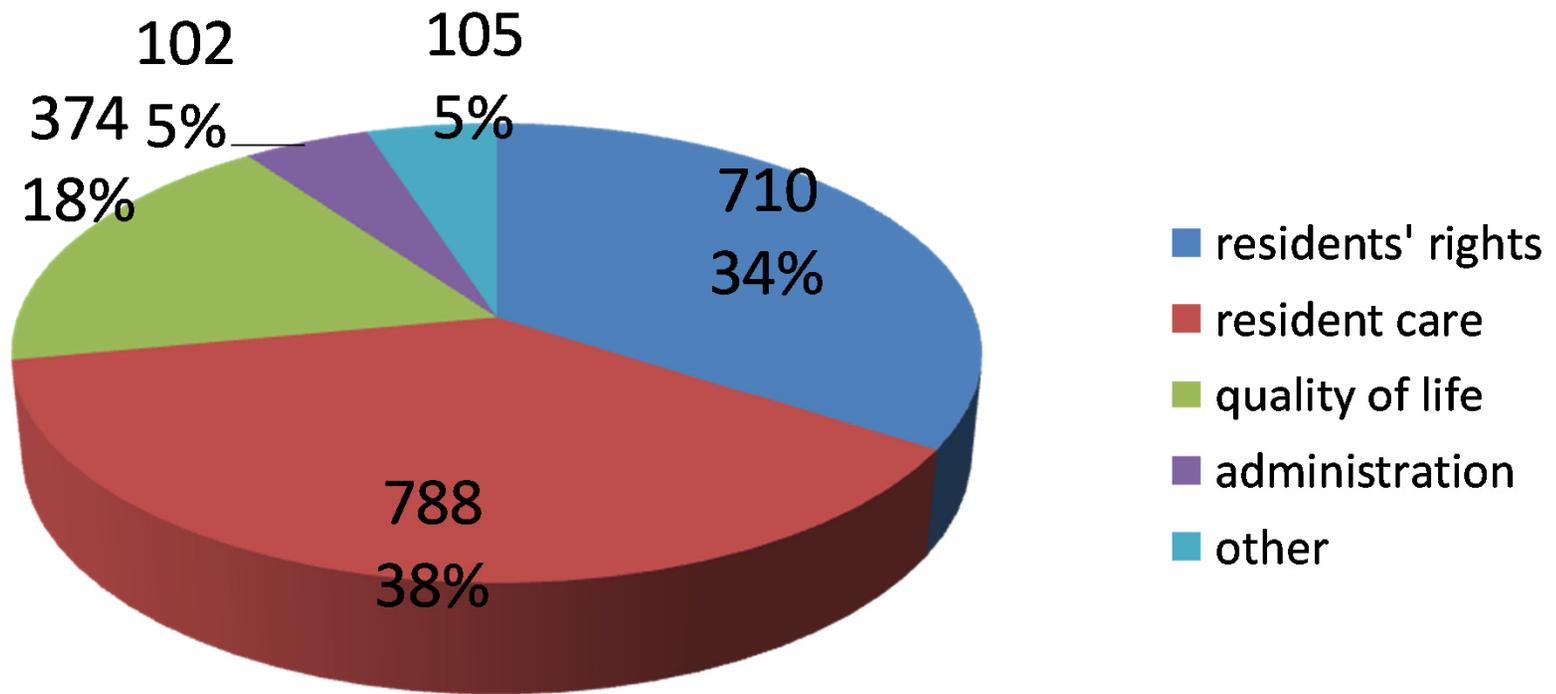
New York



National



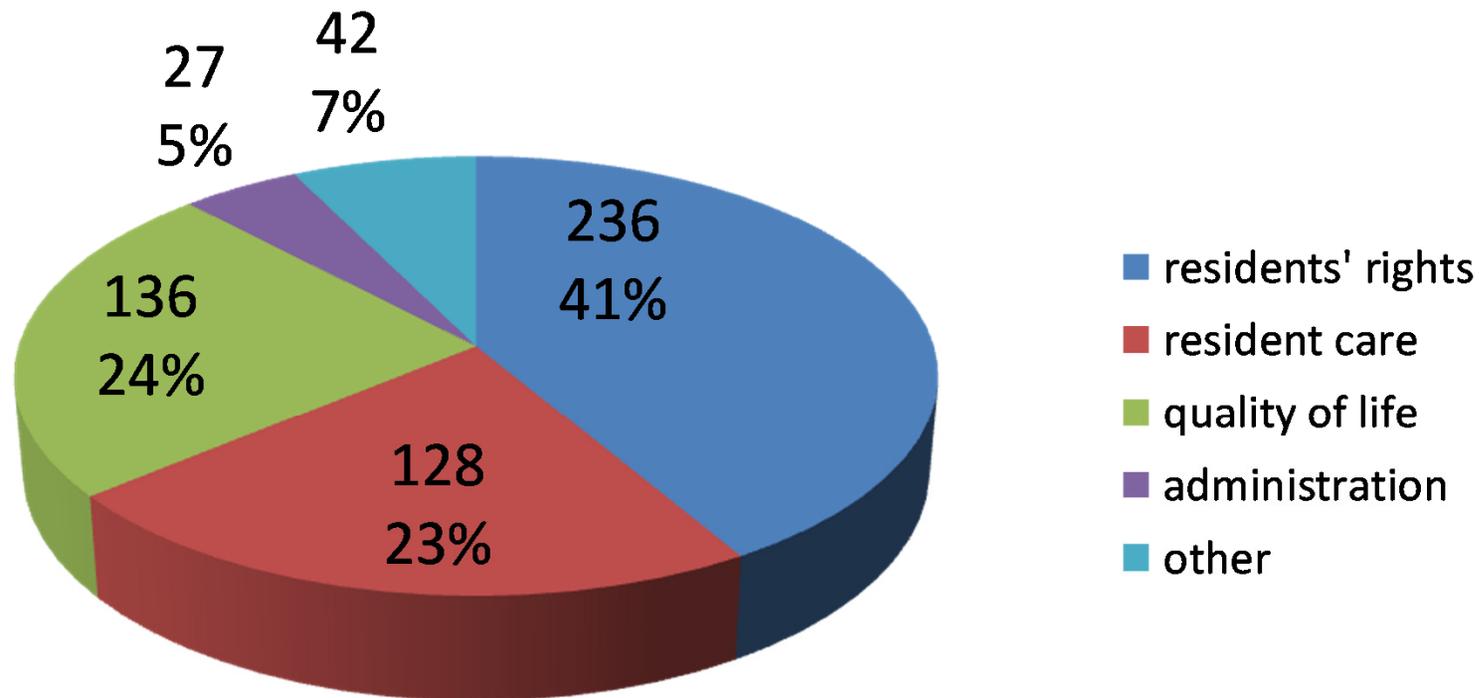
Nursing Home Complaints by Category



Most Frequent Nursing Home Complaints

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

Adult Care Facility Complaints by Category



Most Frequent Adult Home Complaints

- Discharge/eviction - planning, notice, process
- Medications – administration
- Resident conflict – including roommates
- Equipment / building – disrepair
- Exercise preference/choice