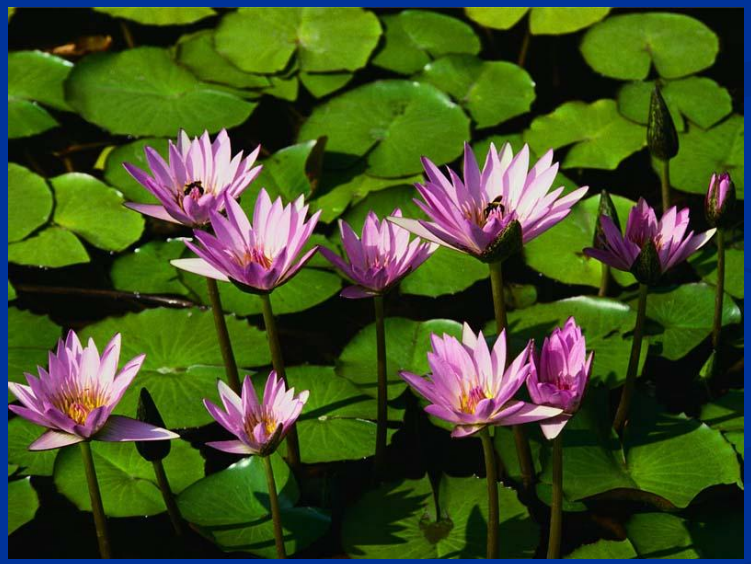
Advocating Today for a Better Tomorrow in New York



Fast Facts about NYS

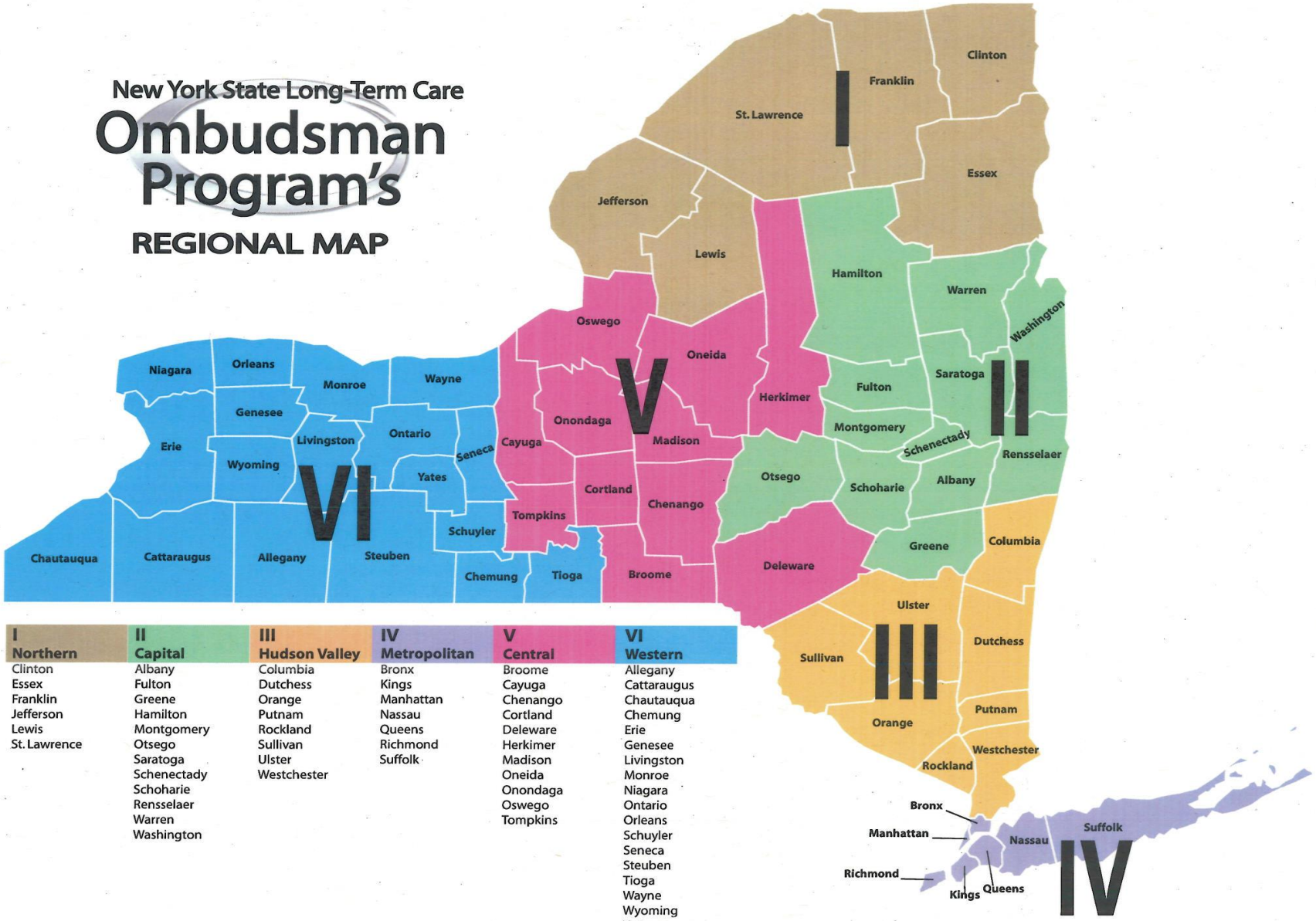
Nationally:

- 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

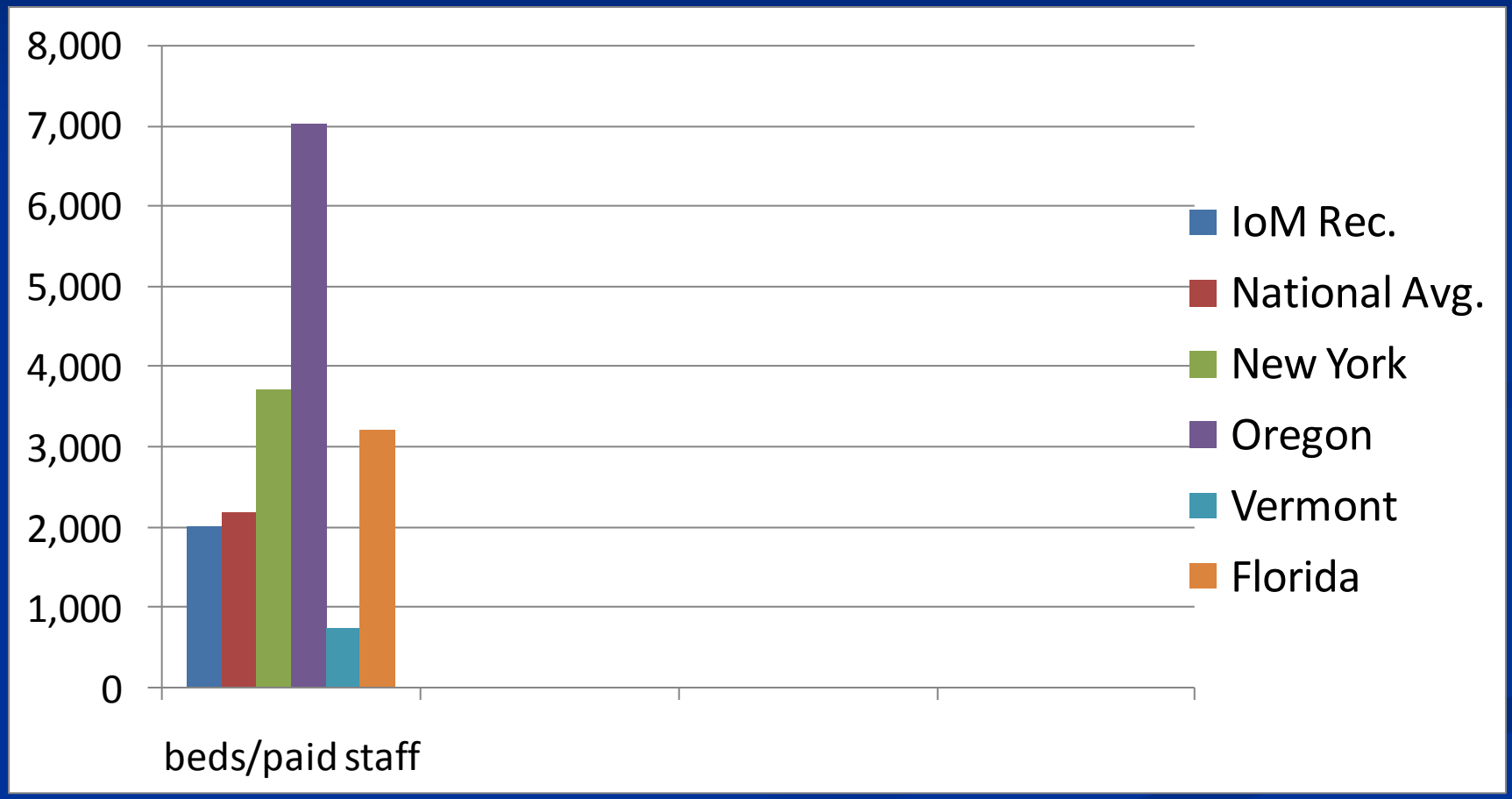
REGIONAL MAP



I Northern	II Capital	III Hudson Valley	IV Metropolitan	V Central	VI Western
Clinton	Albany	Columbia	Bronx	Broome	Allegany
Essex	Fulton	Dutchess	Kings	Cayuga	Cattaraugus
Franklin	Greene	Orange	Manhattan	Chenango	Chautauqua
Jefferson	Hamilton	Putnam	Nassau	Cortland	Chemung
Lewis	Montgomery	Rockland	Queens	Deleware	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	Orleans
	Washington				Schuyler
					Seneca
					Steuben
					Tioga
					Wayne
					Wyoming
					Yates

created 11/04
rev. 1/10

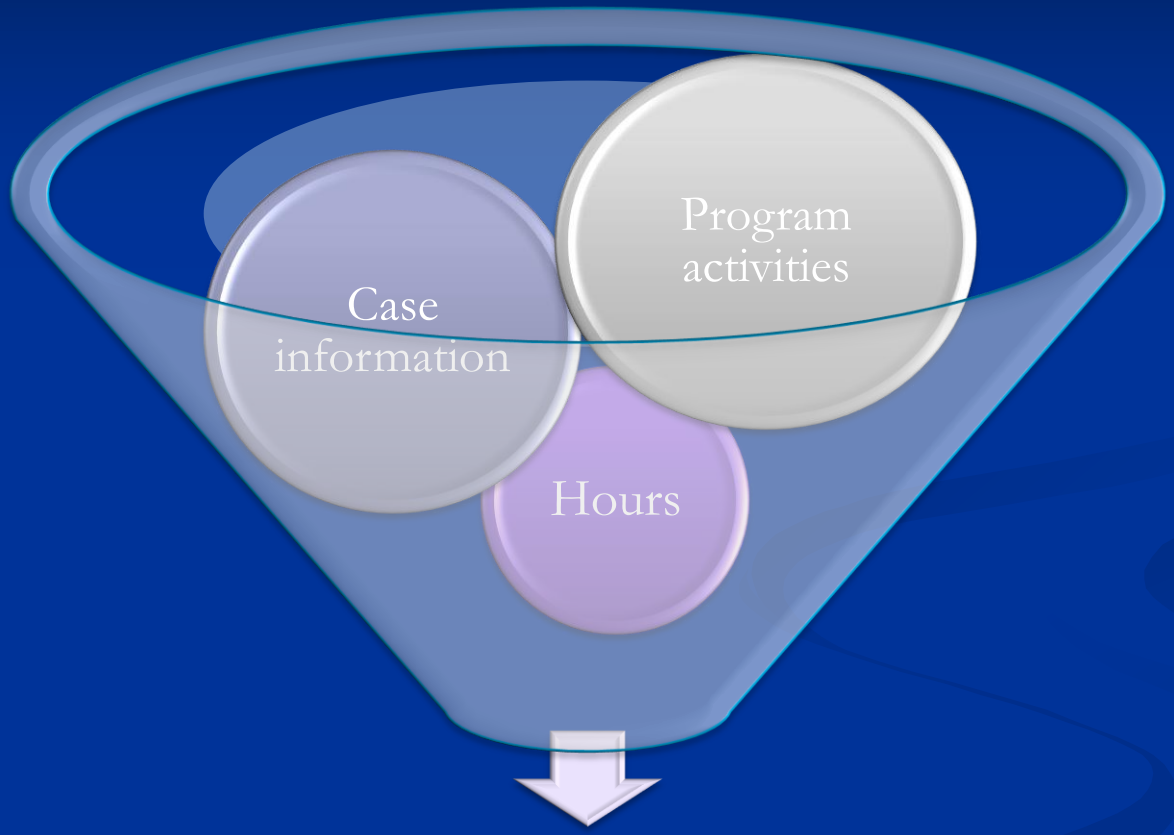
NY ranks 43rd in the number of paid LTCOP staff per LTC beds



The Ombudsman Program is only as effective as our volunteers

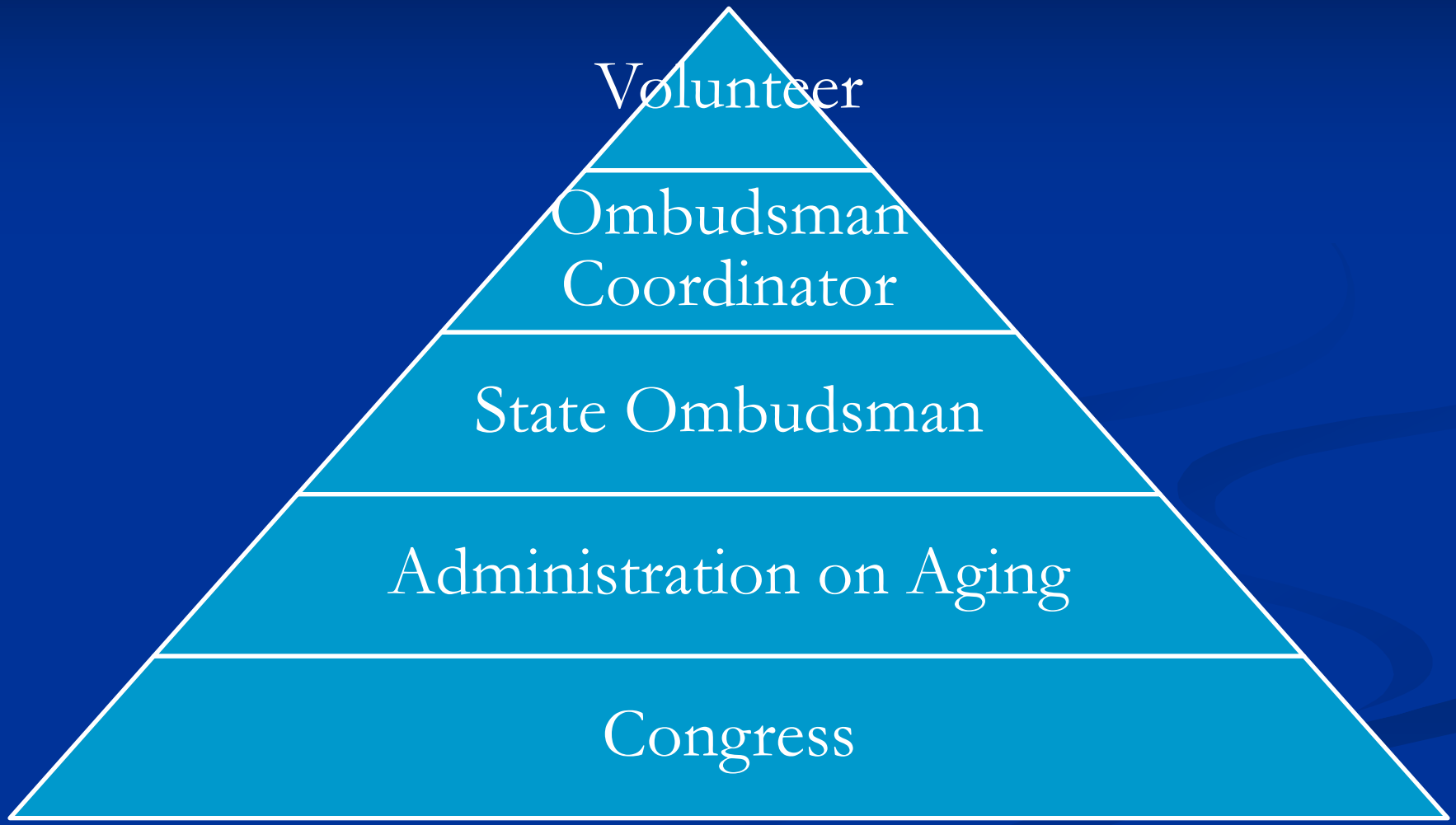
Do you think it'll matter if I don't submit this story on that Watergate thing?

Recording Your Work is Important



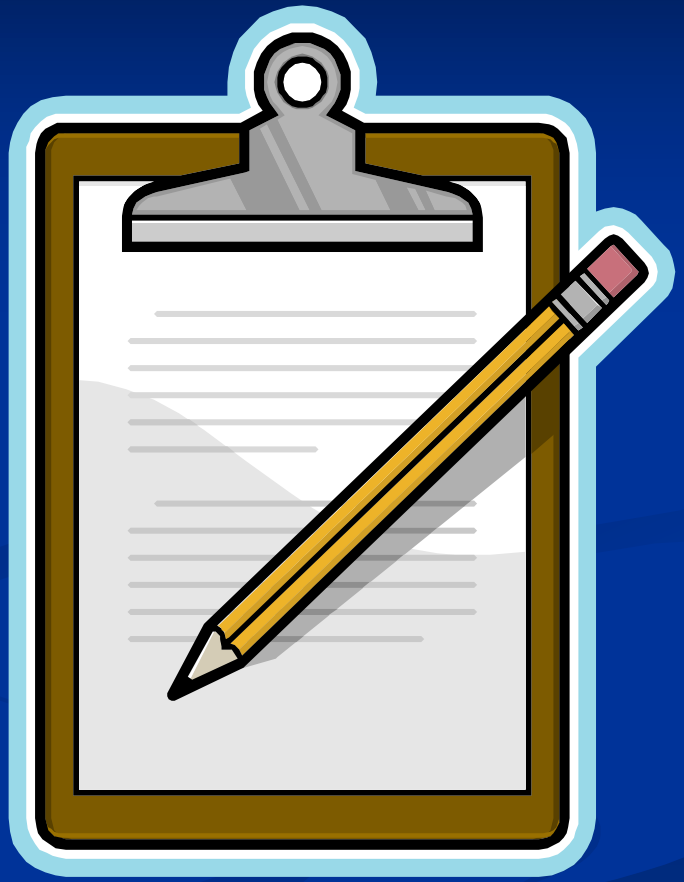
Monthly Report

Where do Ombudsman Reports go?



How is the data used?

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



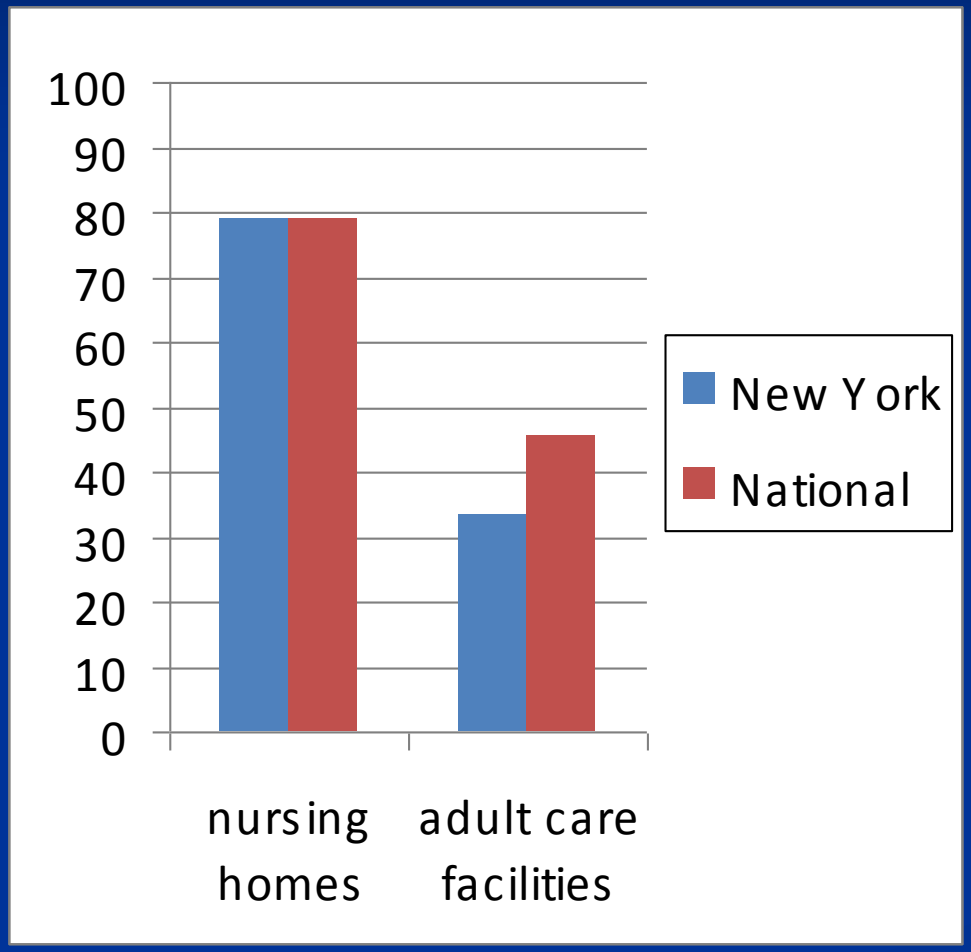
What story does the data tell about Program Priorities?

Access

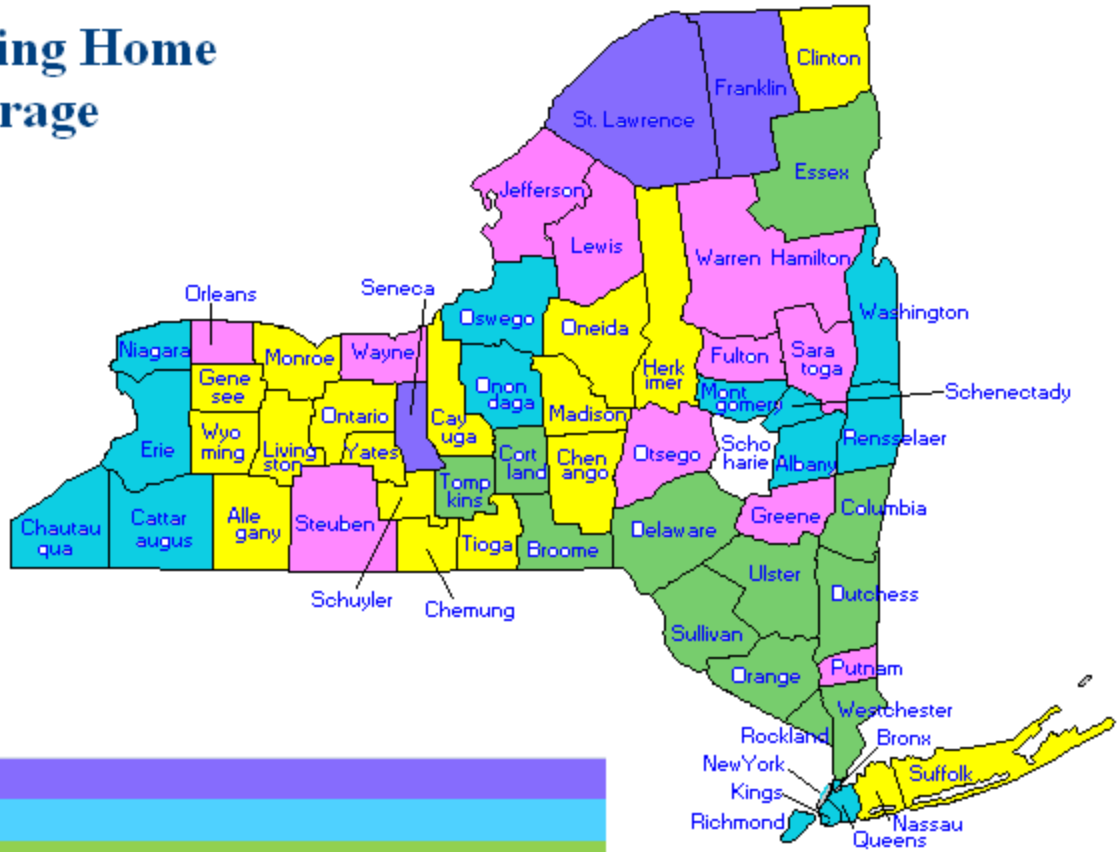
Empowerment

Effective complaint resolution and systems change

Percentage of Facilities Visited on a Regular Basis



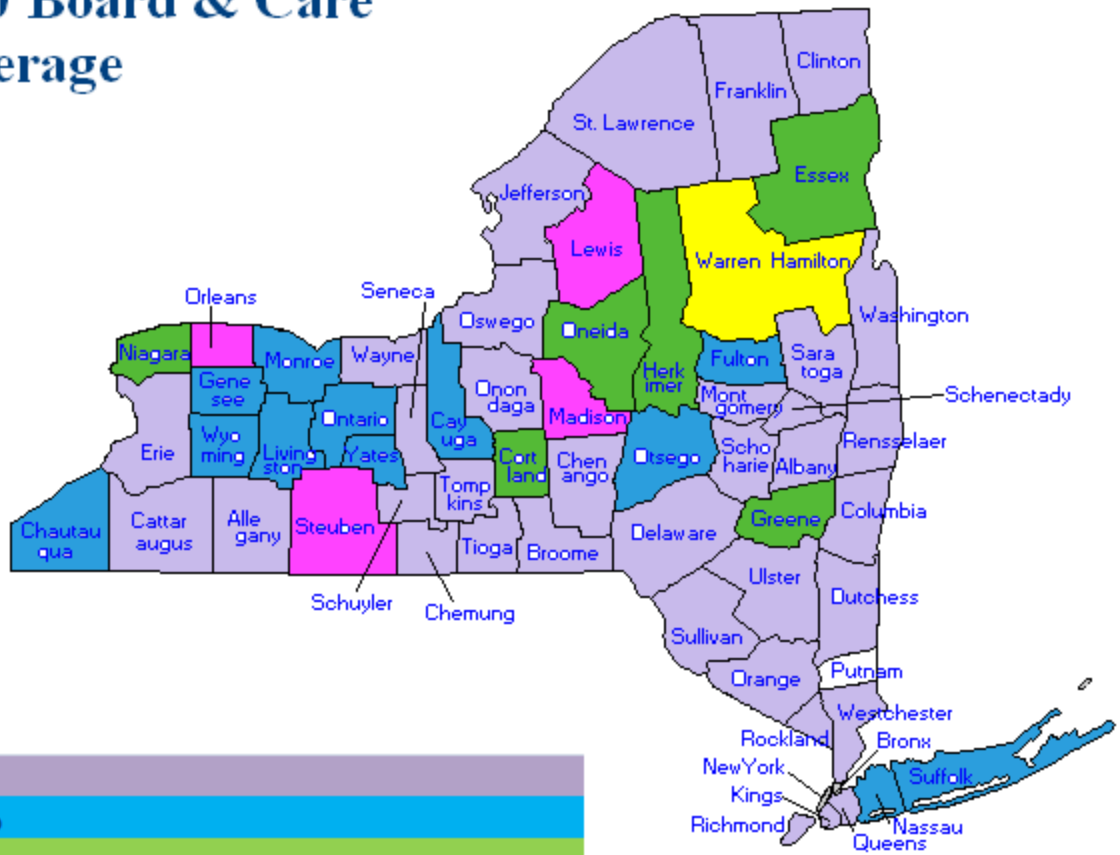
2010 Nursing Home Coverage



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

1/11

2010 Board & Care Coverage



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

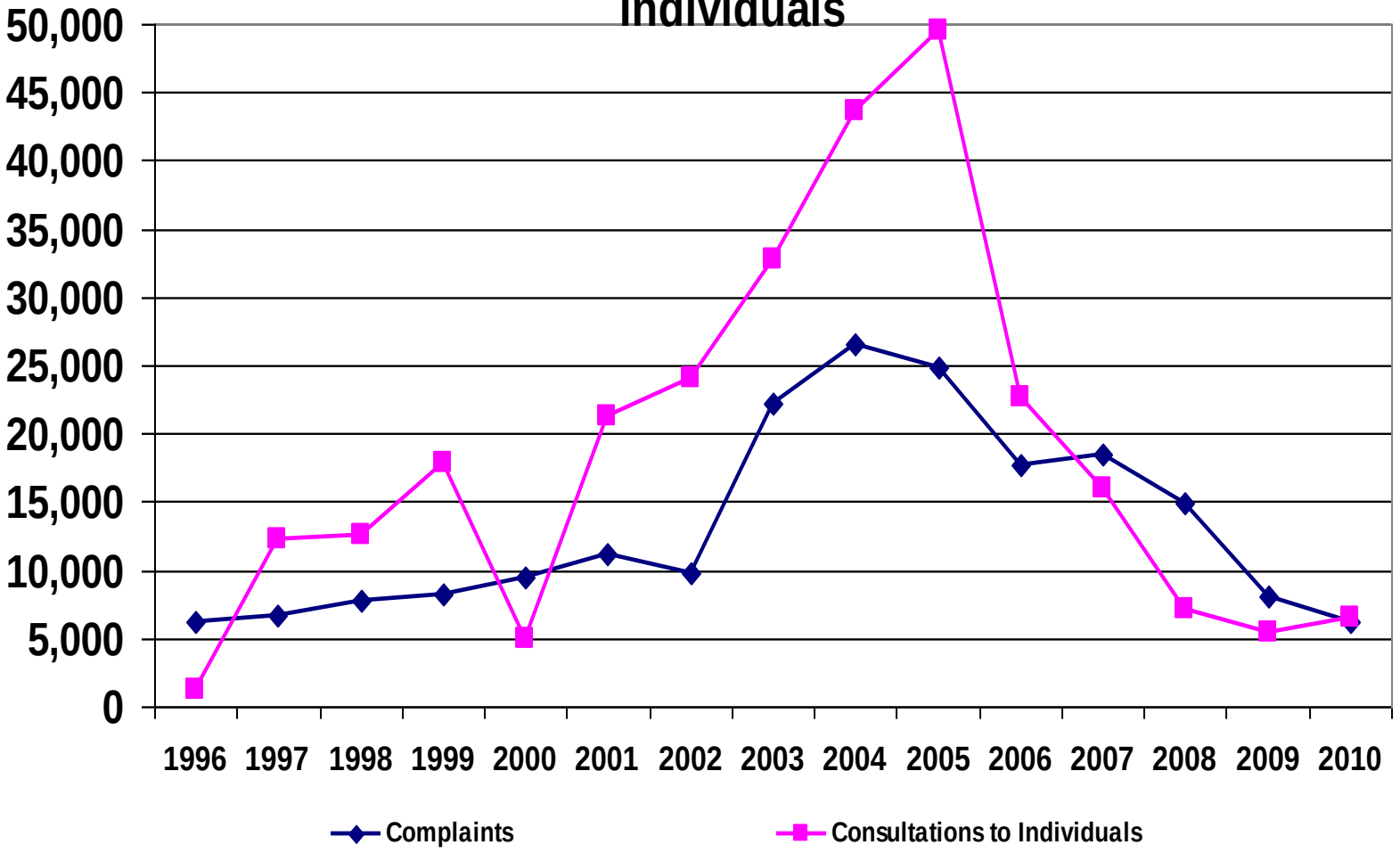
1/11

Just The Facts

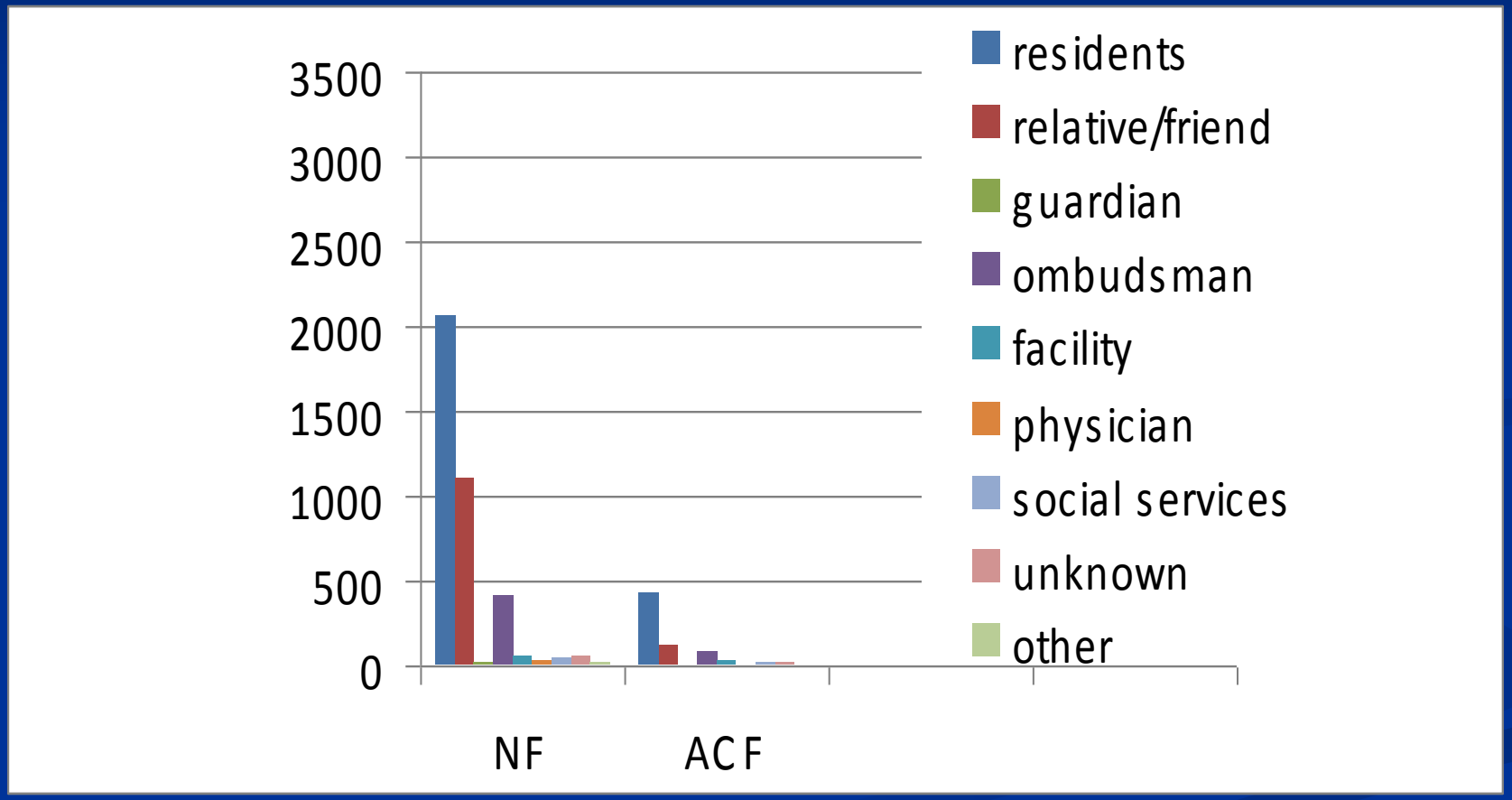
What you did to empower residents and protect their rights and quality of care

- Provided information and consultation to 229 persons (6,495)
- Participated in 15 facility surveys (547)
- Attended 21 resident council meetings (2,618) and 2 family council meetings (310)
- Provided 101 instances of TA to providers (3,232)

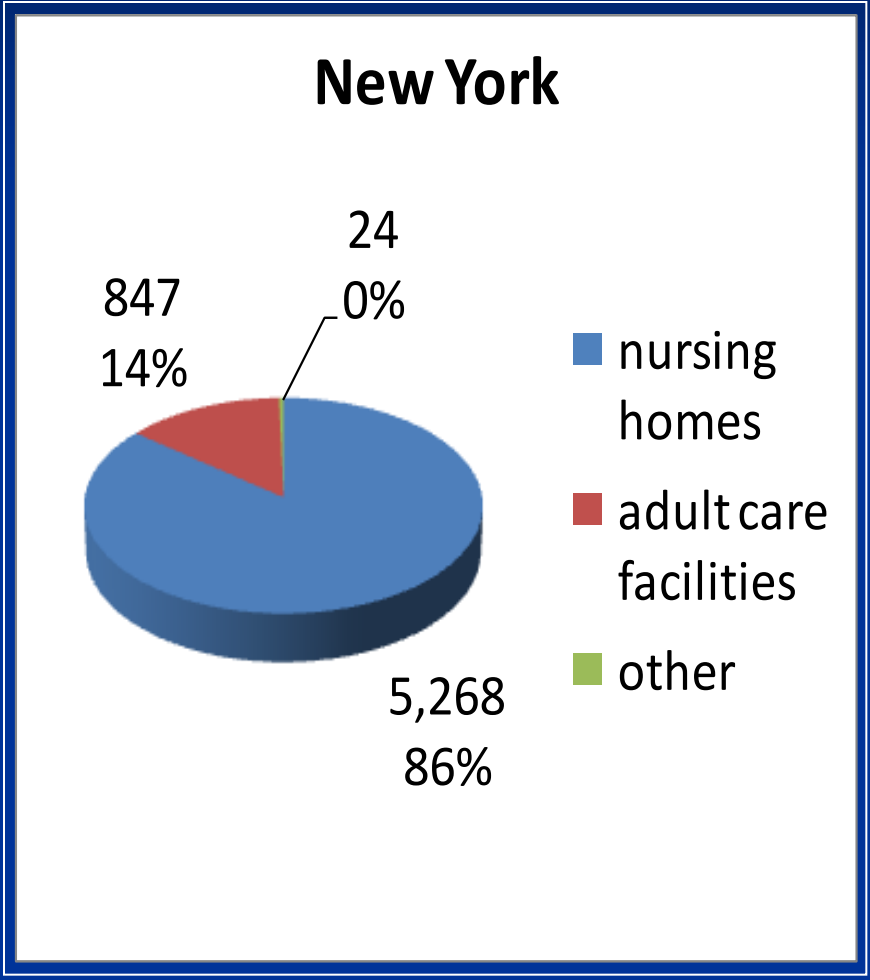
Figure 12: NY Complaints vs Consultations to Individuals

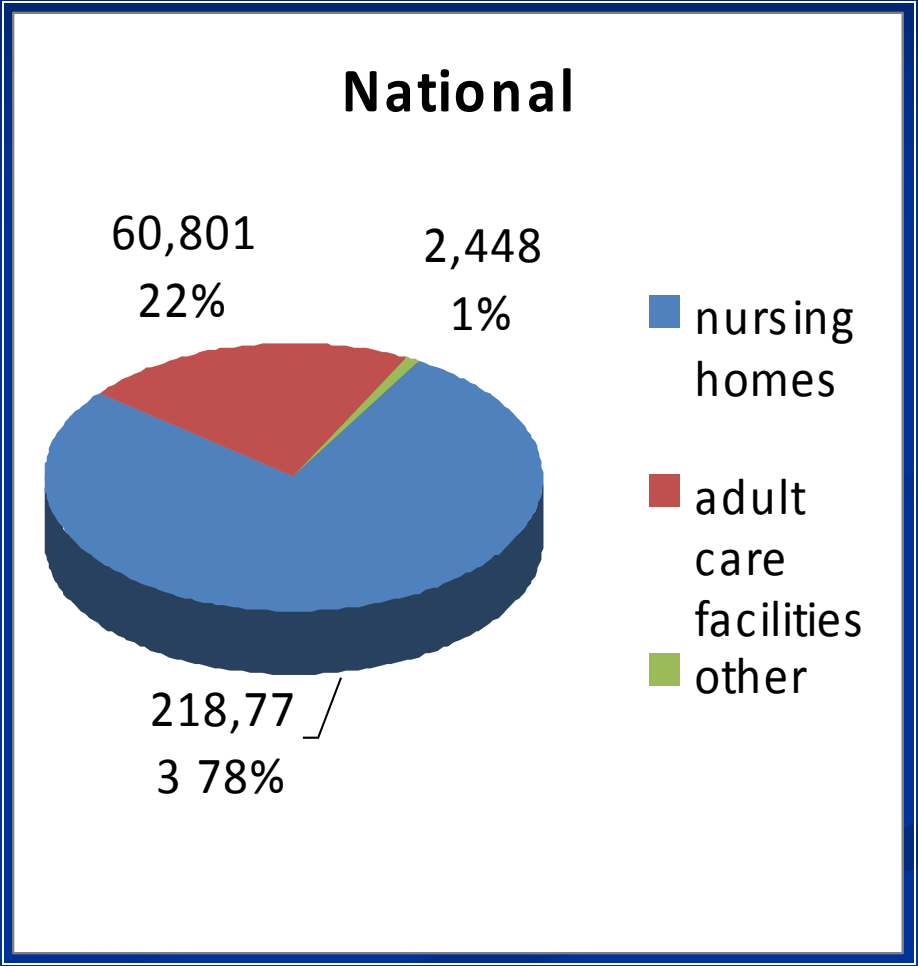


Who is Complaining?

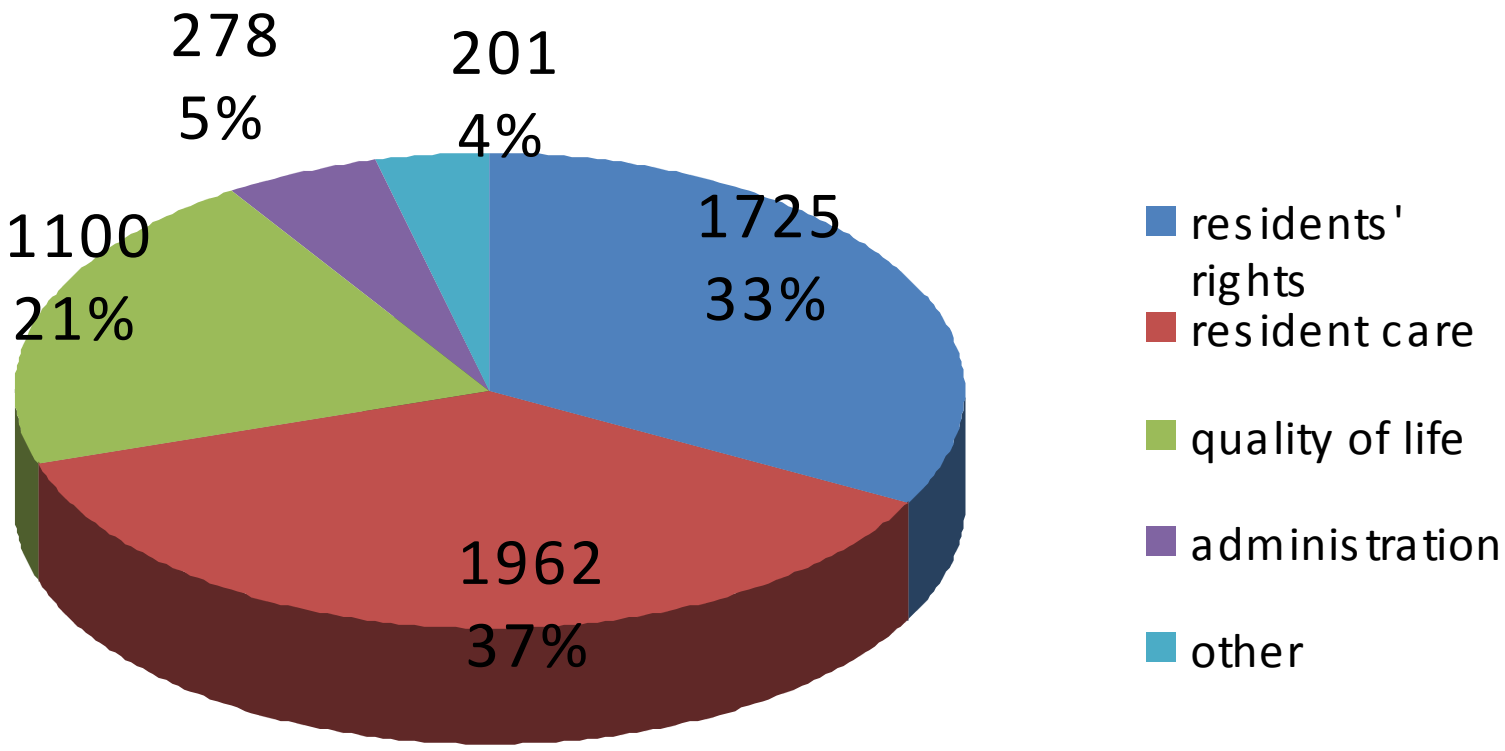


Complaint Venue





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

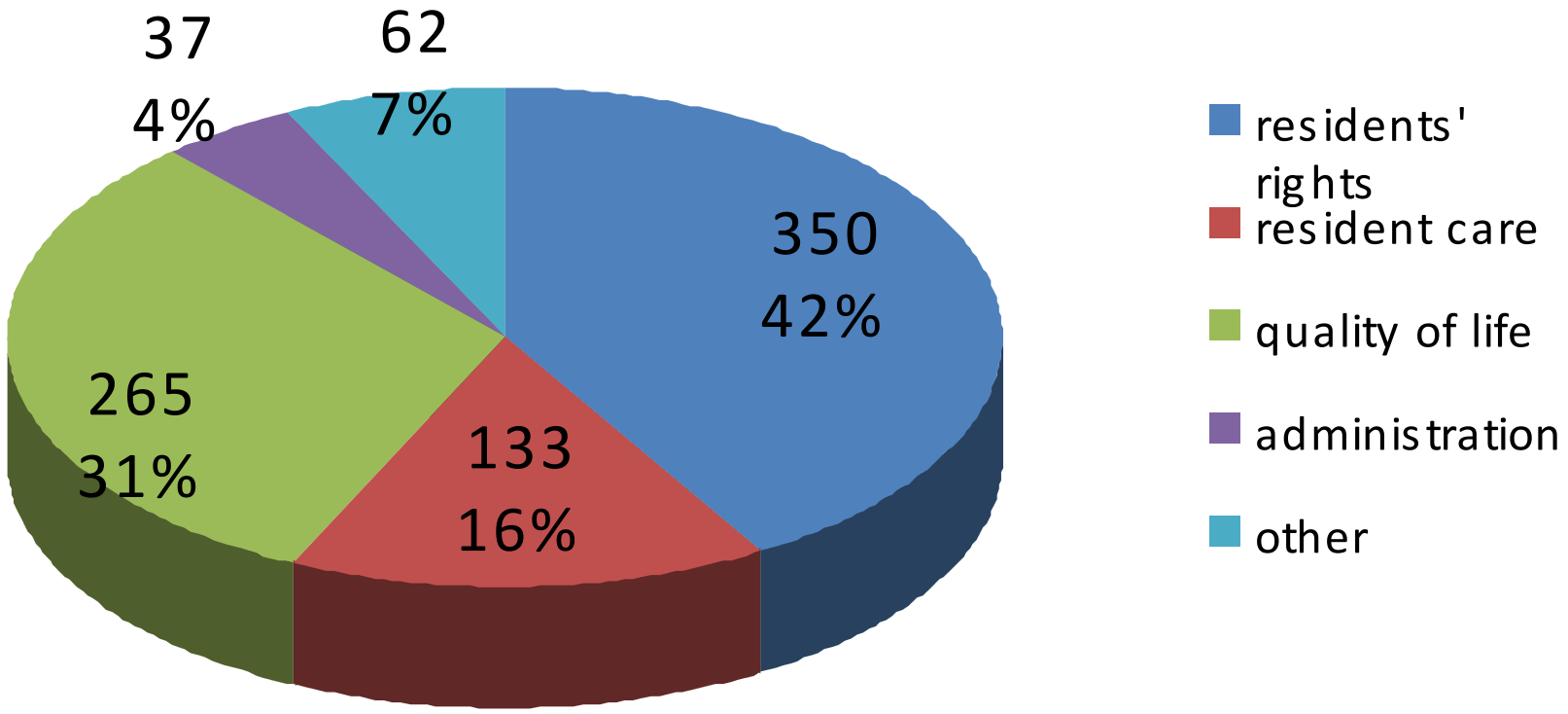
Statewide

- 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

Region I

- Toileting, incontinent care
- Personal hygiene & grooming (2)
- Exercise right to refuse care / treatment(2)
- Social services – availability / appropriateness(3)
- Failure to respond to requests for assistance (3)

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

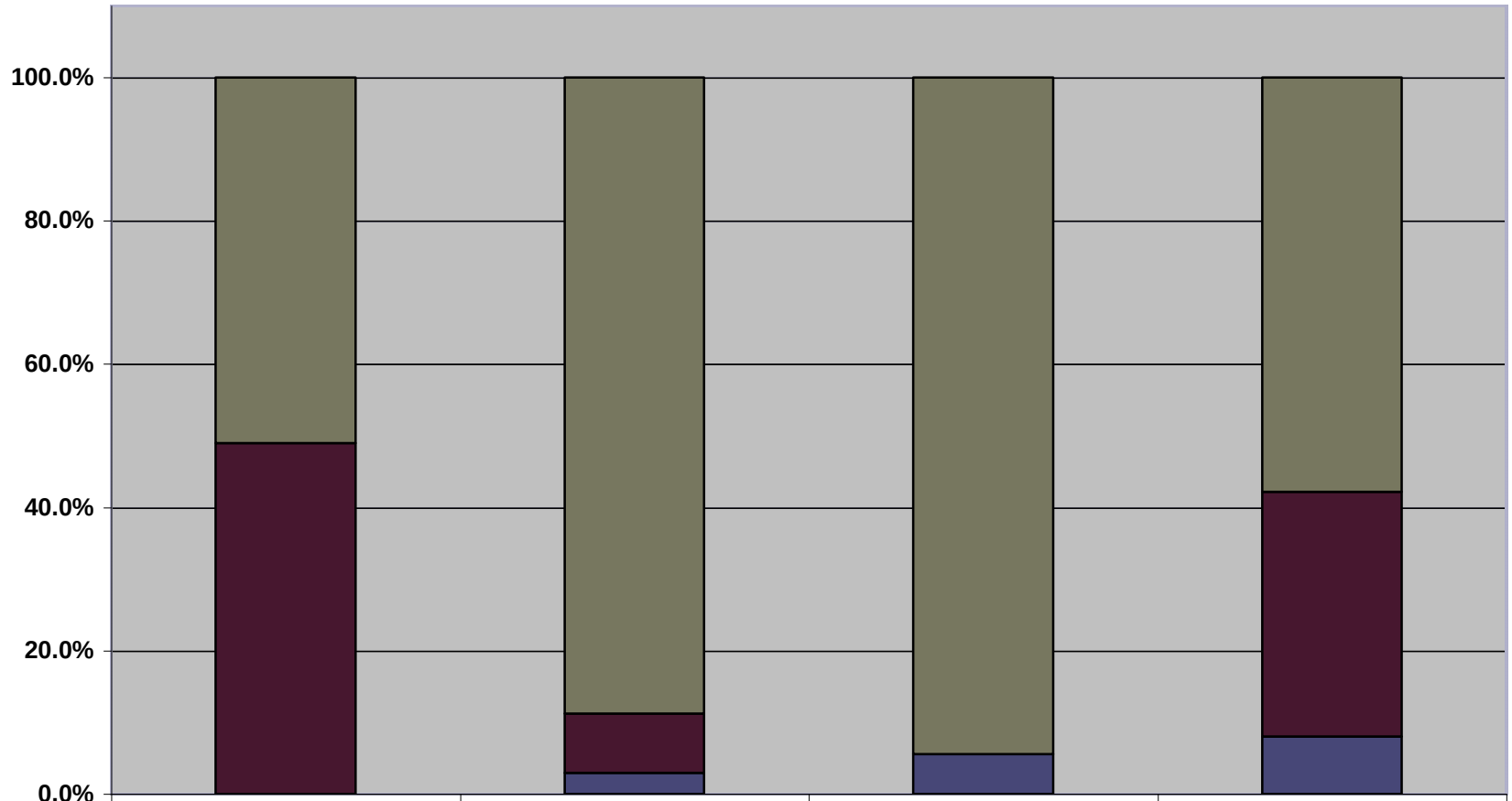
Statewide

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

Region I

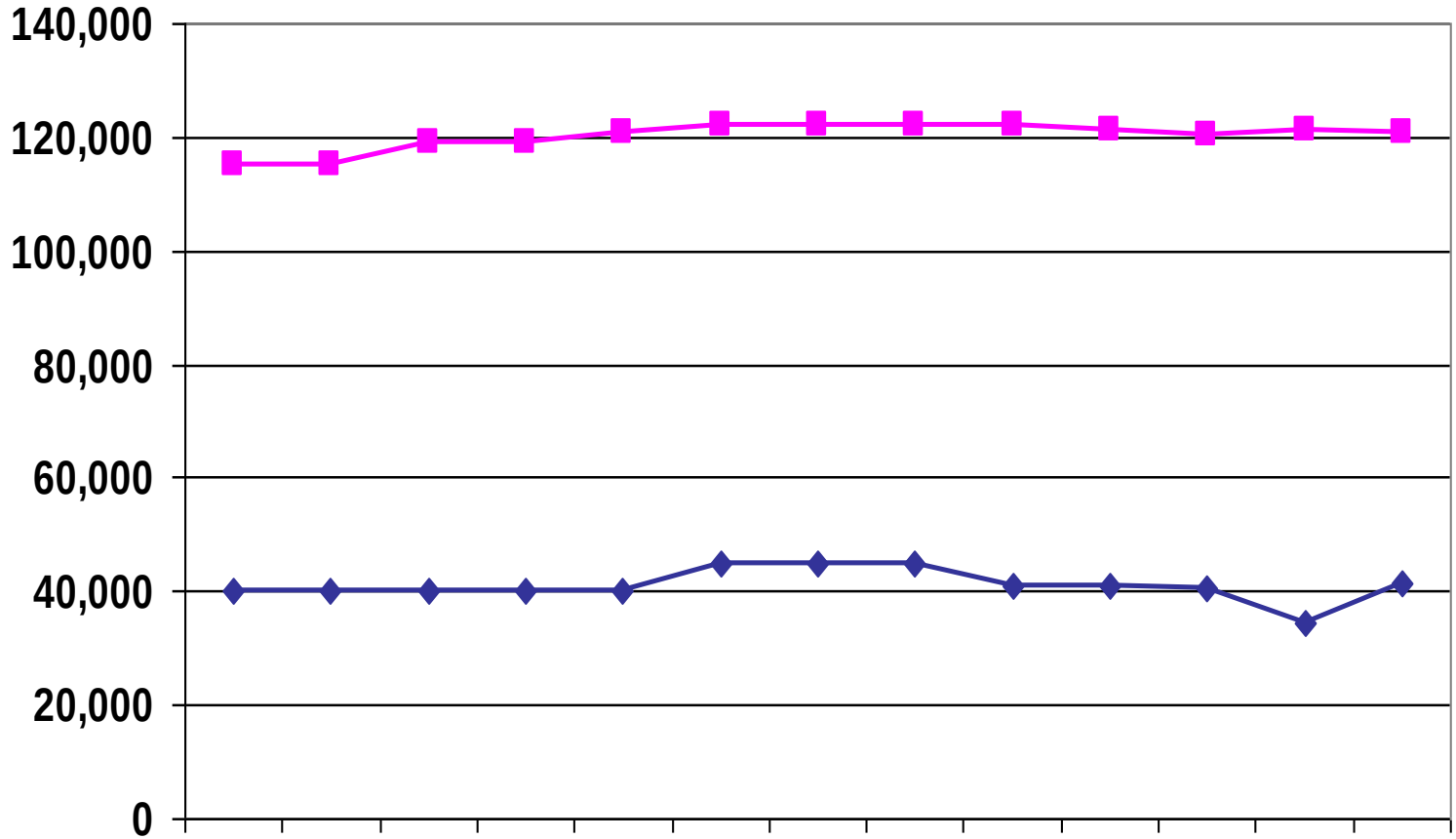
- Abuse, verbal / psychological (punishment, seclusion)
- Dignity/respect/staff attitudes
- Food service (quantity, quality, choice)

Ombudsman % Funding by Source in Region II
FY 2008



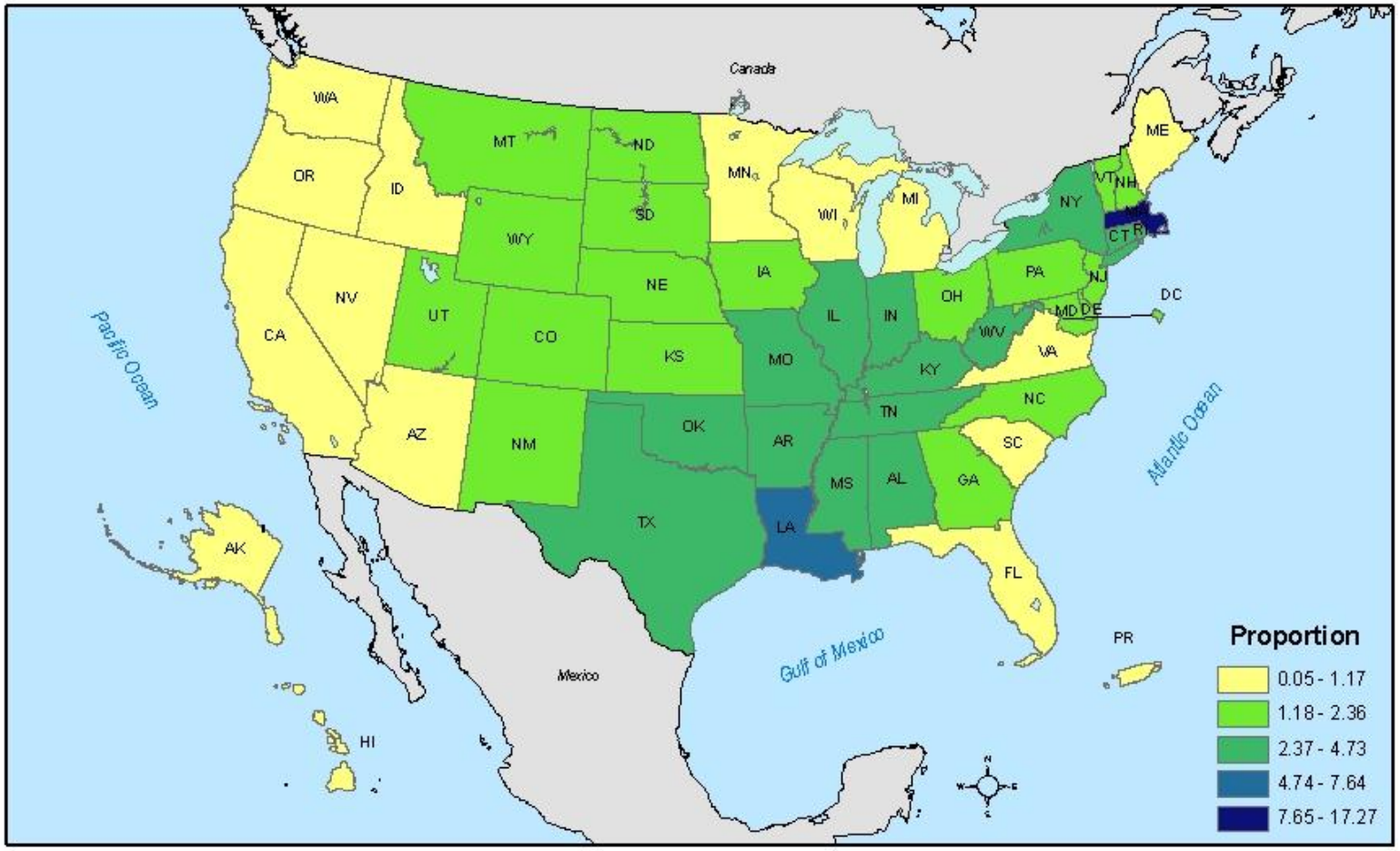
	NJ	NY	PR	50 States + DC & PR
Federal Funds	51.0%	88.8%	94.4%	57.8%
State Funds	49.0%	8.3%	0.0%	34.2%
Local Funds	0.0%	2.9%	5.6%	8.0%

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)

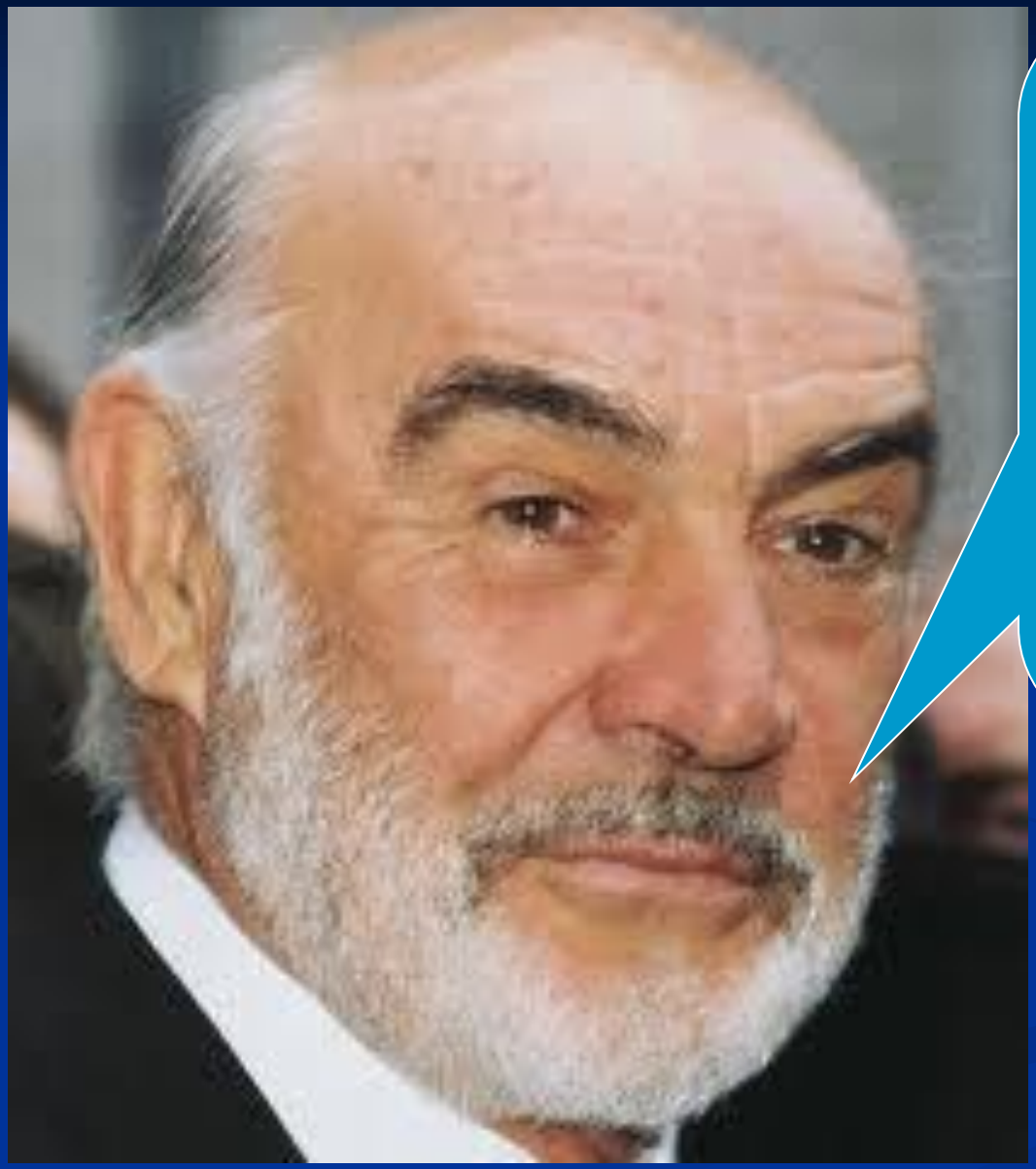
Tips for Improving Investigations and Resolutions

- 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?



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

Tips for Improving Investigations and Resolutions

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