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Case and Complaints Summary

Total number of cases closed:

7354

Totals Cases per Complainant by Facility Setting

Complainant	Nursing Facility	Residential Care Community	Other	Total per complainant
Resident	949	123	69	1141
Resident representative, friend, family	1495	287	47	1829
Ombudsman program	807	29	1	837
Facility staff	2375	408	87	2870
Representative of other agency or program	252	57	3	312
Concerned person	140	33	5	178
Resident or family council	0	0	0	0
Unknown	153	26	8	187
Total per facility type	6171	963	220	7354

Total number of complaints:

17118

Major Complaint Groups by Type of Facility

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
A. Abuse, gross neglect, exploitation	2081	362	121	2564
B. Access to Information	434	69	13	516
C. Admission, transfer, discharge, eviction	841	237	34	1112
D. Autonomy, choice, rights	2118	250	45	2413
E. Financial, property	389	100	15	504
F. Care	5215	586	111	5912
G. Activities and community integration and social services	528	57	11	596
H. Dietary	804	76	10	890
I. Environment	1102	205	29	1336
J. Facility policies, procedures and practices	730	122	10	862
K. Complaints about an outside agency (non-facility)	35	7	1	43
L. System and others (non-facility)	244	116	10	370

Complaint Verifications

Verification Status	Nursing Facility	Residential Care Community	Other	Total
Verified	10315	1584	229	12128
Not Verified	4206	603	181	4990

Complaint Dispositions

Disposition Status	Nursing Facility	Residential Care Community	Other	Total
Partially or fully resolved to the satisfaction of the resident, resident representative or complainant	13825	2048	366	16239
Withdrawn or no action needed by the resident, resident representative or complainant	421	86	14	521
Not resolved to the satisfaction of the resident, resident representative or complainant	275	53	30	358

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Complaint Types by Type of Facility

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
A. Abuse, gross neglect, exploitation	2081	362	121	2564
A01. Abuse: physical	1180	161	75	1416
A02. Abuse: sexual	195	31	5	231
A03. Abuse: psychological	443	79	27	549
A04. Financial exploitation	216	85	12	313
A05. Gross neglect	47	6	2	55
B. Access to Information	434	69	13	516
B01. Access to information and records	242	51	8	301
B02. Language and communication barrier	177	14	5	196
B03. Willful interference	15	4	0	19
C. Admission, transfer, discharge, eviction	841	237	34	1112
C01. Admission	39	41	7	87
C02. Appeal process	2	1	0	3
C03. Discharge or eviction	642	158	23	823
C04. Room issues	158	37	4	199
D. Autonomy, choice, rights	2118	250	45	2413
D01. Choice in health care	113	17	12	142
D02. Live in less restrictive setting	394	14	2	410
D03. Dignity and respect	184	19	3	206
D04. Privacy	87	23	1	111
D05. Response to complaints	62	8	0	70
D06. Retaliation	51	14	2	67
D07. Visitors	94	34	4	132
D08. Resident or family council	68	7	0	75
D09. Other rights and preferences	1065	114	21	1200
E. Financial, property	389	100	15	504
E01. Billing and charges	102	65	6	173
E02. Personal property	287	35	9	331

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
F. Care	5215	586	111	5912
F01. Accidents and falls	1005	129	9	1143
F02. Response to requests for assistance	459	37	3	499
F03. Care planning	1263	152	33	1448
F04. Medications	452	73	18	543
F05. Personal hygiene	405	32	2	439
F06. Access to health related services	198	17	6	221
F07. Symptoms unattended	421	68	14	503
F08. Incontinence care	465	25	5	495
F09. Assistive devices or equipment	172	21	2	195
F10. Rehabilitation services	220	14	5	239
F11. Physical restraint	29	8	4	41
F12. Chemical restraint	8	3	4	15
F13. Infection control	118	7	6	131
G. Activities and community integration and social services	528	57	11	596
G01. Activities	264	31	3	298
G02. Transportation	111	11	5	127
G03. Conflict resolution	70	11	1	82
G04. Social services	83	4	2	89
H. Dietary	804	76	10	890
H01. Food services	389	36	3	428
H02. Dining and hydration	292	29	4	325
H03. Therapeutic or special diet	123	11	3	137
I. Environment	1102	205	29	1336
I01. Environment	255	47	8	310
I02. Building structure	331	76	10	417
I03. Supplies, storage and furnishings	201	21	3	225
I04. Accessibility	23	15	2	40
I05. Housekeeping, laundry and pest abatement	292	46	6	344
J. Facility policies, procedures and practices	730	122	10	862
J01. Administrative oversight	213	70	9	292
J02. Fiscal management	1	1	0	2
J03. Staffing	516	51	1	568

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
K. Complaints about an outside agency (non-facility)	35	7	1	43
K01. Regulatory system	0	0	0	0
K02. Medicaid	23	6	0	29
K03. Managed care	0	0	0	0
K04. Medicare	11	1	1	13
K05. Veterans Affairs	1	0	0	1
K06. Private Insurance	0	0	0	0
L. System and others (non-facility)	244	116	10	370
L01. Resident representative or family conflict	231	108	9	348
L02. Services from outside provider	10	6	1	17
L03. Request to transition to community setting	3	2	0	5

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Staff and Volunteers

Office of State Ombudsman Staff

Total staff	57	
Total full-time equivalent (FTE)	52	
Total state volunteer representatives	139	
Total hours donated by state volunteers representatives	15,733	Hours
Total other volunteers (not representatives)	60	

Local Ombudsman Entity Staff

Total staff		
Total full-time equivalent (FTE)		
Total local volunteer representatives		
Total hours donated by local volunteer representatives		Hours
Total local volunteers (not representatives)		

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Funds Expended

Funds Expended from OAA Sources

Federal - OAA Title VII, Chapter 2, Ombudsman	\$575,319
Federal - OAA Title VII, Chapter 3	\$0
OAA Title III - State level	\$0
OAA Title III - AAA level	\$0
Other Federal Sources	
Total other Federal funds expended	\$1,172,071
Other State Sources	
State General Funds	
Total other State funds expended	\$3,917,461
Other Local Sources	
There are no other Local sources	
Total other Local funds expended	

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Facility - Number and Capacity

Licensed Nursing Facilities

Total number	378
Total resident capacity	51918

Residential Care Communities

Total number	543
Total resident capacity	29912