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Case and Complaints Summary

Total number of cases closed:

7452

Totals Cases per Complainant by Facility Setting

Complainant	Nursing Facility	Residential Care Community	Other	Total per complainant
Resident	1405	197	29	1631
Resident representative, friend, family	1440	298	34	1772
Ombudsman program	288	74	0	362
Facility staff	2497	396	28	2921
Representative of other agency or program	301	86	3	390
Concerned person	190	31	5	226
Resident or family council	1	0	0	1
Unknown	111	29	9	149
Total per facility type	6233	1111	108	7452

13935

Total number of complaints:

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	2780	499	38	3317
B. Access to Information	287	50	3	340
C. Admission, transfer, discharge, eviction	706	243	18	967
D. Autonomy, choice, rights	1959	363	36	2358
E. Financial, property	412	72	3	487
F. Care	3444	459	49	3952
G. Activities and community integration and social services	241	34	7	282
H. Dietary	510	75	2	587
I. Environment	597	141	7	745
J. Facility policies, procedures and practices	446	112	15	573
K. Complaints about an outside agency (non-facility)	41	6	3	50
L. System and others (non-facility)	205	67	5	277

Complaint Verifications

Verification Status	Nursing Facility	Residential Care Community	Other	Total
Verified	6760	1320	75	8155

Not Verified	4868	801	111	5780
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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	10525	1879	139	12543
Withdrawn or no action needed by the resident, resident representative or complainant	696	168	27	891
Not resolved to the satisfaction of the resident, resident representative or complainant	407	74	20	501

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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	2780	499	38	3317
A01. Abuse: physical	1701	232	20	1953
A02. Abuse: sexual	204	47	2	253
A03. Abuse: psychological	477	88	6	571
A04. Financial exploitation	206	108	7	321
A05. Gross neglect	192	24	3	219
B. Access to Information	287	50	3	340
B01. Access to information and records	160	32	3	195
B02. Language and communication barrier	119	15	0	134
B03. Willful interference	8	3	0	11
C. Admission, transfer, discharge, eviction	706	243	18	967
C01. Admission	28	19	0	47
C02. Appeal process	5	1	0	6
C03. Discharge or eviction	577	194	17	788
C04. Room issues	96	29	1	126
D. Autonomy, choice, rights	1959	363	36	2358
D01. Choice in health care	129	28	7	164
D02. Live in less restrictive setting	398	15	4	417
D03. Dignity and respect	284	43	4	331
D04. Privacy	57	16	3	76
D05. Response to complaints	259	30	1	290
D06. Retaliation	44	14	1	59
D07. Visitors	97	32	7	136
D08. Resident or family council	22	2	0	24
D09. Other rights and preferences	669	183	9	861
E. Financial, property	412	72	3	487
E01. Billing and charges	107	38	0	145
E02. Personal property	305	34	3	342
F. Care	3444	459	49	3952
F01. Accidents and falls	427	74	0	501
F02. Response to requests for assistance	389	29	3	421
F03. Care planning	686	106	16	808

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
F04. Medications	441	94	9	544
F05. Personal hygiene	242	29	2	273
F06. Access to health related services	166	33	4	203
F07. Symptoms unattended	377	46	5	428
F08. Incontinence care	328	16	4	348
F09. Assistive devices or equipment	165	14	2	181
F10. Rehabilitation services	150	5	1	156
F11. Physical restraint	15	4	2	21
F12. Chemical restraint	1	1	0	2
F13. Infection control	57	8	1	66
G. Activities and community integration and social services	241	34	7	282
G01. Activities	89	9	2	100
G02. Transportation	36	13	4	53
G03. Conflict resolution	62	11	1	74
G04. Social services	54	1	0	55
H. Dietary	510	75	2	587
H01. Food services	248	36	1	285
H02. Dining and hydration	198	28	1	227
H03. Therapeutic or special diet	64	11	0	75
I. Environment	597	141	7	745
I01. Environment	198	43	2	243
I02. Building structure	91	45	2	138
I03. Supplies, storage and furnishings	112	21	2	135
I04. Accessibility	33	3	0	36
I05. Housekeeping, laundry and pest abatement	163	29	1	193
J. Facility policies, procedures and practices	446	112	15	573
J01. Administrative oversight	198	65	7	270
J02. Fiscal management	19	3	2	24
J03. Staffing	229	44	6	279
K. Complaints about an outside agency (non-facility)	41	6	3	50
K01. Regulatory system	4	0	1	5
K02. Medicaid	23	5	1	29
K03. Managed care	4	0	0	4
K04. Medicare	4	1	1	6
K05. Veterans Affairs	1	0	0	1

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
K06. Private Insurance	5	0	0	5
L. System and others (non-facility)	205	67	5	277
L01. Resident representative or family conflict	170	64	4	238
L02. Services from outside provider	35	3	1	39
L03. Request to transition to community setting	0	0	0	0

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Staff and Volunteers

Office of State Ombudsman Staff

Total staff	65
Total full-time equivalent (FTE)	59
Total state volunteer representatives	158
Total hours donated by state volunteers representatives	20,415 Hours
Total other volunteers (not representatives)	0

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	\$492,528
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	\$1,572,172
Other State Sources	
State General Funds	
Total other State funds expended	\$4,341,335
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	370
Total resident capacity	51197

Residential Care Communities

Total number	554
Total resident capacity	31502