Office of the State Long Term Care Ombudsman Program
Top Nursing Home Complaints for SFY 2015, 2016, 2017

- Accidents, Improper Handling
- Discharge/Eviction - Planning, Notice, Procedure
- Gross Neglect
- Symptoms Unattended, No Notice to Other of Change of Condition
- Care Plan, Resident Assessment - Inadequate, Failure to Follow Plan
- Abuse, Physical
- Abuse, Verbal/Mental (Including punishment, seclusion)
- Dignity, Respect - Staff Attitudes
- Medications - Administration, Organization
- Resident to Resident Physical Abuse
Office of the State Long Term Care Ombudsman Program
Top Residential Care Complaints for SFY 2015, 2016, 2017

- Abuse, Physical
- Dignity, Respect - Staff Attitudes
- Gross Neglect
- Menu - Quality, Quantity, Variation, Choice
- Information Regarding Rights/Benefits/Services
- Discharge/Eviction - Planning, Notice, Procedure
- Accidents, Improper Handling
- Abuse, Verbal/ Mental (Including punishment, seclusion)
- Medications - Administration, Organization
- Care plan, Resident Assessment - Inadequate, Failure to Follow Plan
Office of the State Long Term Care Ombudsman Program
Accountability Report
SFY July 1, 2016- June 30, 2017

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Ombudsman Complaints Investigated</th>
<th>7895</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ombudsman Cases</td>
<td>4294</td>
<td></td>
</tr>
<tr>
<td>Ombudsman number of routine visits</td>
<td>8478</td>
<td></td>
</tr>
<tr>
<td>Number of residents visited</td>
<td>45,226</td>
<td></td>
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<tr>
<td>Ombudsman trainings conducted</td>
<td>347</td>
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<tr>
<td>Number of individuals trained</td>
<td>4976</td>
<td></td>
</tr>
<tr>
<td>Number of individuals trained in community</td>
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<tr>
<td>Ombudsman consultations provided</td>
<td>3515</td>
<td></td>
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</tbody>
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