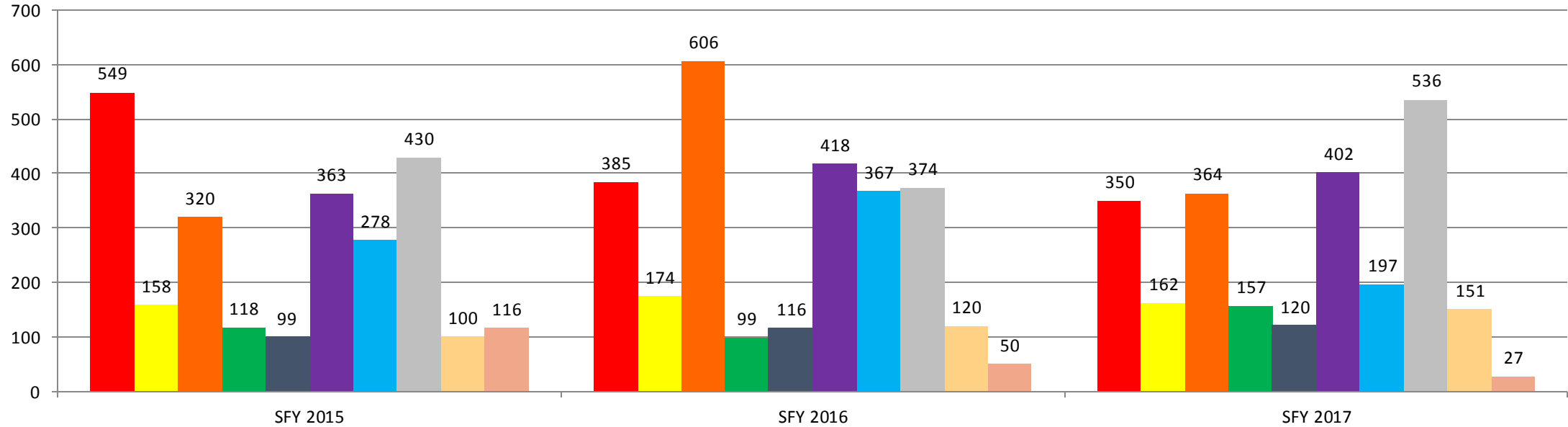


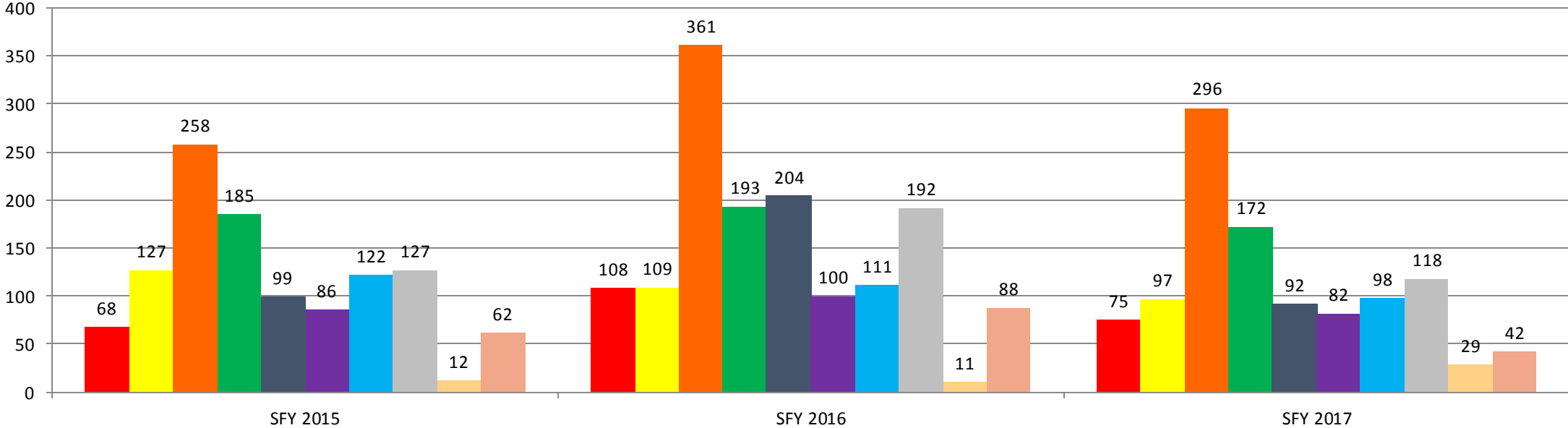
# Office of the State Long Term Care Ombudsman Program Top Nursing Home Complaints for SFY 2015, 2016, 2017



- Accidents, Improper Handling
- Gross Neglect
- Symptoms Unattended, No Notice to Other of Change of Condition
- Abuse, Verbal/Mental (Including punishment, seclusion)
- Abuse, Physical
- Dignity, Respect - Staff Attitudes
- Discharge/Eviction - Planning, Notice, Procedure
- Care Plan, Resident Assessment - Inadequate, Failure to Follow Plan
- 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
- Discharge/Eviction - Planning, Notice, Procedure
- Dignity, Respect - Staff Attitudes
- Accidents, Improper Handling
- Gross Neglect
- Abuse, Verbal/ Mental (Including punishment, seclusion)
- Menu- Quality, , Quantity, Variation, Choice
- Medications - Administration, Organization
- Information Regarding Rights/Benefits/Services
- 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

Ombudsman Complaints Investigated	7895
Ombudsman Cases	4294
Ombudsman number of routine visits	8478
Number of residents visited	45,226
Ombudsman trainings conducted	347
Number of individuals trained	4976
Number of individuals trained in community	1160
Ombudsman consultations provided	3515

