



ombudsman

Expect Excellence in Your Care

Introduction to the Office of the State of Long-term Ombudsman

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aging.ohio.gov/services/ombudsman



Texas Long-term Care
Ombudsmen



One of a Kind

- Office of the State LTCO, headed by a State LTCO, responsible for a statewide program
 - Has strict confidentiality provisions
 - Has specific conflict of interest provisions
 - Pursues administrative, legal, and other remedies on behalf of residents
 - Is protected from willful interference
 - Has legal counsel available that is free of conflict of interest
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Structure

- State Office
 - Functional supervision, technical assistance, training, monitoring
- 12 regional programs designated by State LTCO
- 92 paid staff trained by State Office
- 248 volunteers trained by regional programs
- All representatives of the Office

Legal Authority

- Older Americans Act
- Federal Regulation
- State Law
- State Rules

Core Services



Complaint Frequency

PROVIDER CATEGORY	FIVE MOST FREQUENT COMPLAINTS RECEIVED FFY 2015	PERCENTAGE OF TOTAL COMPLAINTS RECEIVED	FIVE MOST FREQUENT COMPLAINTS RECEIVED Quarter 3 FFY 2016	PERCENTAGE OF TOTAL COMPLAINTS RECEIVED
	Total complaints	11,429	Total complaints	7,868
Nursing Home	*Request for least restrictive environment	14.3%	Discharge/Evict: planning/notice/procedure	9.7%
	Discharge/Evict: planning/notice/procedure	11.7%	*Request for least restrictive environment	9.0%
	Failure to respond to requests for assistance	7.0%	Failure to respond to requests for assistance	6.0%
	Care plan inadequate, lacking, not followed	4.3%	Dignity, respect - staff attitudes	5.2%
	Medications-administration, organization	3.8%	Care plan inadequate, lacking, not followed	5.1%
Adult Care Facility	Equipment - disrepair, hazard, poor light	7.2%	Discharge/Evict: planning/notice/procedure	8.4%
	Dignity, respect - staff attitudes	7.2%	Dignity, respect - staff attitudes	7.8%
	Cleanliness, pests, general housekeeping	7.2%	Menu - quantity, quality, variation, choice, condiments, utensils	6.0%
	Discharge/Evict: planning/notice/procedure	6.5%	Equipment - disrepair, hazard, poor light	5.4%
	Exercise choice/civil or consumer rights	6.2%	Cleanliness, pests, general housekeeping	4.8%
Residential Care Facility	Discharge/Evict: planning/notice/procedure	9.6%	Discharge/Evict: planning/notice/procedure	10.7%
	Medications-administration, organization	5.2%	Medications-administration, organization	6.0%
	Menu - quantity, quality, variation, choice, condiments, utensils	5.1%	Menu - quantity, quality, variation, choice, condiments, utensils	5.0%
	Billing/charges - notice, approval, questionable, accounting	5.0%	Billing/charges-notice, approval, question, accounting wrong, or denied	4.7%
	Dignity, respect - staff attitudes	4.0%	Dignity, respect - staff attitudes	4.6%
Home & Community-Based Services	Problem with Case Management Agency	14.3%	Problem with case management agency	16.8%
	Staff unresponsive, unavailable	11.7%	Staff unresponsive, unavailable	9.1%
	Services	7.0%	Services	6.3%
	Dignity, respect - staff attitudes	4.3%	Personal property - lost/stolen/used/destroyed/damaged	4.6%
	Personal property - lost/stolen/used/destroyed/damaged	3.8%	Other benefits/access issue (MyCare)	3.9%

*Requests for least restrictive environment are not complaints against a specific facility. This complaint type is used for consumer requests for assistance in moving out of a long-term care facility into a less restrictive living environment.

Complaint-Handling Protocol

- Intake
 - Consent
 - Investigation
 - Action Planning
 - Resolution
 - Follow-Up
 - Documentation
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Long-Term Care Consumer Guide



Long-term Care
Consumer Guide

 State Agencies | Online Services



[Home](#)

[Assisted Living\(RCF\)](#)

[Nursing Homes](#)

[Supportive Living](#)

[Residential Treatment](#)

[Help](#)



Selection Assistance

PROVIDER TYPE	PROVIDER CATEGORY	NUMBER OF VERIFIED COMPLAINTS
NF-dual certification	NH	5
NF-dual certification	NH	10
NF-dual certification	NH	7
NF-dual certification	NH	0
NF-dual certification	NH	0
NF-dual certification	NH	1
NF-dual certification	NH	14
NF-dual certification	NH	0
NF-dual certification	NH	0
NF-dual certification	NH	0
NF-dual certification	NH	3
NF-dual certification	NH	1
NF-dual certification	NH	12
NF-dual certification	NH	0
NF-dual certification	NH	6
NF-dual certification	NH	3
NF-dual certification	NH	0
NF-dual certification	NH	4
NF-dual certification	NH	1
NF-dual certification	NH	0
NF-dual certification	NH	7
NF-dual certification	NH	4

When to Contact the Ombudsman

- Discharge planning problems
- Involuntary discharge notices
- Care planning issues
- Care issues
- Rights violations
- Home care no-show
- Home care quality
- Durable medical equipment



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State Ombudsman toll-free number:
1-800-282-1206

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