

**OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN
DATA SUMMARY FOR FFY 2015
January 13, 2016**

NEW CASES RECEIVED

REGION	*TOTAL PROVIDERS	% TOTAL PROVIDERS	**FFY 2014	**FFY 2015	% TOTAL CASES RECEIVED
1	392	9.6%	521	570	8%
2	309	7.6%	406	392	5%
3	158	3.9%	277	255	4%
4	332	8.1%	360	369	5%
5	284	6.9%	438	480	6%
6	524	12.8%	936	1,095	15%
7	173	4.2%	175	212	3%
8	72	1.8%	183	151	2%
9	232	5.7%	478	508	7%
10A	798	19.5%	848	1,496	21%
10B	484	11.8%	1,092	1,223	17%
11	323	7.9%	375	455	6%
SW	4,088	100.0%	6,093	7,206	100%

*Total providers includes HCBS providers which are based on those the RP has requested to be added to the provider database and can vary significantly by region.

**Cases received include HOME Choice, which is an optional service approved by the SLTCO for each region. MyCare Ohio complaints are also included; the MyCare Ohio demonstration is carried out in Regions 1, 2, 4, 6, 10A, and 11.

% COMPLAINTS RESOLVED TO THE SATISFACTION OF CONSUMER

REGION	FFY 2014	FFY 2015
1	81.8%	78.2%
2	82.6%	88.1%
3	82.7%	84.9%
4	82.0%	78.7%
5	79.0%	82.6%
6	71.3%	75.9%
7	77.5%	80.7%
8	83.2%	79.2%
9	81.3%	82.4%
10A	85.0%	75.3%
10B	79.3%	79.1%
11	89.2%	91.8%
SW	80.3%	79.4%

Resolution indicates that the problem was addressed to the satisfaction of the client. Resolution rate is the percentage of complaints with a status of resolved or partially resolved.

FIVE MOST FREQUENT COMPLAINTS RECEIVED

PROVIDER CATEGORY	FIVE MOST FREQUENT COMPLAINTS RECEIVED FFY 2014	PERCENTAGE OF TOTAL COMPLAINTS	FIVE MOST FREQUENT COMPLAINTS RECEIVED FFY 2015	PERCENTAGE OF TOTAL COMPLAINTS
	Total complaints	9,952	Total complaints	11,429
Nursing Home	Discharge/Evict: planning/notice/procedure	8.0%	Request for least restrictive environment	9.9%
	Request for less restrictive environment	7.7%	Discharge/Evict: planning/notice/procedure	8.6%
	Failure to respond to requests for assistance	6.3%	Failure to respond to requests for assistance	5.6%
	Care plan inadequate, lacking, not followed	5.9%	Care plan inadequate, lacking, not followed	4.9%
	Dignity, respect - staff attitudes	5.4%	Dignity, respect - staff attitudes	4.3%
Adult Care Facility	Cleanliness, pests, general housekeeping	10.8%	Cleanliness, pests, general housekeeping	9.2%
	Dignity, respect - staff attitudes	8.8%	Discharge/Evict: planning/notice/procedure	7.8%
	Menu-quantity, quality, variation, choice, condiments, utensils	8.0%	Dignity, respect - staff attitudes	7.1%
	Medications-administration, organization	6.9%	Equipment - disrepair, hazard, poor light	6.0%
	Discharge/Evict: planning/notice/procedure	6.2%	Medications-administration, organization	5.3%
Residential Care Facility	Discharge/Evict: planning/notice/procedure	9.6%	Discharge/Evict: planning/notice/procedure	9.4%
	Menu-quantity, quality, variation, choice, condiments, utensils	5.2%	Medications-administration, organization	5.6%
	Cleanliness, pests, general housekeeping	5.0%	Menu - quantity, quality, variation, choice, condiments, utensils	5.0%
	Billing/charges - notice, approval, questionable, accounting	5.0%	Billing/charges - notice, approval, questionable, accounting	4.7%
	Dignity, respect - staff attitudes	4.7%	Cleanliness, pests, general housekeeping	4.2%
Home & Community-Based Services	Problem with case management agency	15.4%	Problem with Case Management Agency	14.2%
	Staff unresponsive, unavailable	9.1%	Staff unresponsive, unavailable	11.0%
	Personal property - lost/stolen/used/destroyed/damaged	6.0%	Services	6.2%
	Dignity, respect - staff attitudes	5.3%	Enrollment/disenrollment (MyCare)	3.7%
	Financial exploitation	4.7%	Discharge/Evict: planning/notice/procedure	3.7%

VOLUNTEER ENGAGEMENT

REGION	FFY 2014					FFY 2015				
	# VOLUNTEERS ACTIVE DURING YEAR	# VOLUNTEERS REPORTING OMBUDSMAN SERVICES	% ACTIVE VOLUNTEERS REPORTING OMBUDSMAN SERVICES	# COMPLAINT HOURS BY VOLUNTEERS	% INTAKE COMPLETED BY VOLUNTEERS	# VOLUNTEERS ACTIVE DURING YEAR	# VOLUNTEERS REPORTING OMBUDSMAN SERVICES	% ACTIVE VOLUNTEERS REPORTING OMBUDSMAN SERVICES	# COMPLAINT HOURS BY VOLUNTEERS	% INTAKE COMPLETED BY VOLUNTEERS
1	25	17	68.0%	35.8	1.8%	31	16	51.6%	59.5	1.5%
2	25	20	80.0%	297.2	2.0%	27	21	77.8%	226.0	1.0%
3	25	20	80.0%	37.0	3.4%	20	18	90.0%	50.4	3.8%
4	51	38	74.5%	162.2	13.3%	52	38	73.1%	250.8	27.6%
5	36	30	83.3%	379.1	18.1%	39	32	82.1%	701.3	21.2%
6	45	19	42.2%	178.9	3.9%	26	20	76.9%	561.7	15.7%
7	42	26	61.9%	45.8	3.5%	30	24	80.0%	57.6	1.4%
8	6	5	83.3%	17.4	2.2%	4	4	100.0%	18.6	2.3%
9	24	14	58.3%	93.3	8.6%	20	15	75.0%	49.8	7.4%
10A	65	33	50.8%	231.6	1.9%	75	39	52.0%	187.8	4.0%
10B	63	46	73.0%	741.3	19.2%	62	50	80.6%	896.6	21.2%
11	20	18	90.0%	132.2	7.9%	19	14	73.7%	66.8	1.6%
SW	428	287	67.1%	2,376.5	8.2%	405	291	71.9%	3,138.5	10.6%

Some regions work with student interns and volunteer specialists that contribute more time than traditional volunteers.

% OF NURSING HOMES VISITED

REGION	CURRENT TOTAL FACILITIES	% VISITED IN ALL QUARTERS FFY 2014	% VISITED IN ALL QUARTERS FFY 2015
1	129	84.8%	29.8%
2	95	70.9%	67.6%
3	46	86.3%	73.5%
4	95	17.3%	17.3%
5	54	82.5%	78.9%
6	97	6.5%	7.3%
7	47	93.9%	84.0%
8	23	48.0%	42.4%
9	61	89.1%	73.2%
10A	151	12.2%	7.3%
10B	103	91.3%	84.5%
11	72	90.7%	87.0%
SW	974	58.4%	46.7%

Creating a regular presence is an essential core ombudsman service as it ensures consumers living in long-term care facilities have access to an ombudsman. Presence is measured by the federal Administration on Aging as quarterly for comparison but it is not a requirement. The percentage of facilities visited each quarter can be impacted by the total number of providers listed, new providers added and name changes that occur during the quarter. These changes occur most frequently with ACFs. Therefore, 100% is generally not feasible or expected.

% OF ADULT CARE FACILITIES VISITED

REGION	CURRENT TOTAL FACILITIES	% VISITED IN ALL QUARTERS FFY 2014	% VISITED IN ALL QUARTERS FFY 2015
1	89	21.3%	14.6%
2	49	72.2%	13.0%
3	1	50.0%	100.0%
4	90	0.9%	0.0%
5	11	76.9%	100.0%
6	73	0.0%	0.0%
7	30	90.6%	83.9%
8	7	14.3%	71.4%
9	21	78.3%	95.5%
10A	254	3.3%	0.7%
10B	96	44.7%	44.0%
11	40	79.5%	83.3%
SW	762	25.4%	20.0%

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% RESIDENTIAL CARE FACILITIES VISITED

REGION	CURRENT TOTAL FACILITIES	% VISITED IN ALL QUARTERS FFY 2014	% VISITED IN ALL QUARTERS FFY 2015
1	73	80.5%	32.1%
2	67	78.3%	65.3%
3	38	89.2%	79.5%
4	54	5.5%	7.1%
5	39	66.7%	69.0%
6	82	2.5%	0.0%
7	18	78.9%	63.2%
8	10	20.0%	72.7%
9	26	77.8%	67.9%
10A	113	6.9%	4.9%
10B	72	82.9%	74.4%
11	45	97.7%	91.3%
SW	638	50.9%	41.1%

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HCBS ACTIVITY

FFY 2014

FFY 2015

REGION	FFY 2014					FFY 2015				
	HCBS AGI HOURS - PAID STAFF	HCBS AGI HOURS - VOLUNTEERS	HCBS CASES RECEIVED	TOTAL CASES RECEIVED WITH CONSUMER AS SOURCE	HCBS CASES RECEIVED WITH CONSUMER AS SOURCE	HCBS AGI HOURS - PAID STAFF	HCBS AGI HOURS - VOLUNTEERS	HCBS CASES RECEIVED	TOTAL CASES RECEIVED WITH CONSUMER AS SOURCE	HCBS CASES RECEIVED WITH CONSUMER AS SOURCE
1	N/A	N/A	16	106	6	22.4	0	17	127	7
2	N/A	N/A	13	37	1	25.1	0	15	34	2
3	N/A	N/A	5	24	1	6	0	10	27	3
4	N/A	N/A	15	117	6	12.8	0.4	11	113	3
5	N/A	N/A	21	136	11	14.6	0	24	138	7
6	N/A	N/A	30	251	10	18	0.9	57	310	15
7	N/A	N/A	9	70	5	36.7	3.6	13	114	9
8	N/A	N/A	2	7	0	3.5	0	6	7	1
9	N/A	N/A	19	169	12	3.6	0	16	140	7
10A	N/A	N/A	39	82	9	38	0	121	175	27
10B	N/A	N/A	43	370	20	17.3	0	32	379	14
11	N/A	N/A	28	103	10	45	0	41	137	16
SW	N/A	N/A	240	1474 (24.6%)	91 (37.7%)	243.5	4.9	363	1701 (25%)	111 (30.6%)

HCBS advocacy & general information (AGI) hours were not available in FFY 2014. ODIS was modified to collect this information, FFY 2015 is a baseline year, and the data will be analyzed to determine next steps. Various efforts including training were undertaken in an effort to reinforce the ombudsman role in HCBS and these measures are reflective of that work.