

**OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN  
DATA SUMMARY  
June 30, 2016**

**NEW CASES RECEIVED**

REGION	*TOTAL PROVIDERS	% TOTAL PROVIDERS	CASES RECEIVED FFY 2015	OCT-DEC 2015	JAN-MAR 2016	APR-JUN 2016	JUL-SEP 2016	FFY 2016	% TOTAL CASES RECEIVED
1	404	9.5%	554	140	106			246	7%
2	316	7.4%	387	78	100			178	5%
3	165	3.9%	243	40	31			71	2%
4	351	8.2%	356	106	118			224	7%
5	293	6.9%	457	128	111			239	7%
6	559	13.1%	1,018	254	266			520	15%
7	180	4.2%	207	54	47			101	3%
8	75	1.8%	139	34	33			67	2%
9	235	5.5%	500	151	139			290	9%
10A	838	19.7%	1,447	239	247			486	14%
10B	498	11.7%	1,199	320	381			701	21%
11	341	8.0%	439	129	125			254	8%
SW	4,258	100.0%	6,961	1,673	1,704			3,377	100%

\*Because home care is not licensed in Ohio, there is not a finite identifiable list. 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 and is self-supported by program revenue. MyCare Ohio complaints are also included; the MyCare Ohio demonstration is carried out in Regions 1, 2, 4, 6, 10A, 10B, and 11 with distinct funding.

## % COMPLAINTS RESOLVED TO THE SATISFACTION OF CONSUMER

REGION	FFY 2015	OCT-DEC 2015	JAN-MAR 2016	APR-JUN 2016	JUL-SEP 2016	FFY 2016
1	78.6%	80.2%	80.5%			80.4%
2	88.2%	89.8%	74.5%			82.2%
*3	85.3%	74.1%	95.4%			84.8%
4	78.7%	74.3%	83.8%			79.1%
5	81.8%	76.7%	75.3%			76.0%
6	74.6%	75.9%	69.9%			72.9%
7	80.6%	78.3%	74.4%			76.4%
8	79.5%	56.5%	61.4%			59.0%
9	82.8%	77.3%	86.3%			81.8%
10A	75.3%	76.8%	63.6%			70.2%
10B	79.5%	79.2%	83.4%			81.3%
11	92.1%	81.6%	89.4%			85.5%
SW	79.3%	77.6%	75.3%			76.5%

Resolution indicates that the problem was addressed to the satisfaction of the client or complainant. Resolution rate is the percentage of closed complaints with a status of resolved or partially resolved. The SLTCO has established a statewide target of 82.5%.

\*Currently one State Office staff is providing ombudsman services in Region 3 while the search for a new sponsoring agency is underway. While complaint-handling needs are currently being met and there are positive efforts to engage volunteers, due to a lack of resources there is no ongoing local presence at this time.

## TOP FIVE COMPLAINTS RECEIVED

PROVIDER CATEGORY	FIVE MOST FREQUENT COMPLAINTS RECEIVED FFY 2015	PERCENTAGE OF TOTAL COMPLAINTS RECEIVED	FIVE MOST FREQUENT COMPLAINTS RECEIVED Quarter 2 FFY 2016	PERCENTAGE OF TOTAL COMPLAINTS RECEIVED
	Total complaints	11,429	Total complaints	825
<b>Nursing Home</b>	*Request for least restrictive environment	14.3%	Discharge/Evict: planning/notice/procedure	9.5%
	Discharge/Evict: planning/notice/procedure	11.7%	*Request for least restrictive environment	8.9%
	Failure to respond to requests for assistance	7.0%	Failure to respond to requests for assistance	6.2%
	Care plan inadequate, lacking, not followed	4.3%	Dignity, respect - staff attitudes	5.5%
	Medications-administration, organization	3.8%	Care plan inadequate, lacking, not followed	4.5%
<b>Adult Care Facility</b>	Equipment - disrepair, hazard, poor light	7.2%	Discharge/Evict: planning/notice/procedure	7.3%
	Dignity, respect - staff attitudes	7.2%	Medications-administration, organization	7.3%
	Cleanliness, pests, general housekeeping	7.2%	Menu - quantity, quality, variation, choice, condiments, utensils	7.3%
	Discharge/Evict: planning/notice/procedure	6.5%	*Request for least restrictive environment	7.3%
	Exercise choice/civil or consumer rights	6.2%	Cleanliness, pests, general housekeeping	5.5%
<b>Residential Care Facility</b>	Discharge/Evict: planning/notice/procedure	9.6%	Discharge/Evict: planning/notice/procedure	13.1%
	Medications-administration, organization	5.2%	Menu - quantity, quality, variation, choice, condiments, utensils	5.7%
	Menu - quantity, quality, variation, choice, condiments, utensils	5.1%	Medications-administration, organization	5.4%
	Billing/charges - notice, approval, questionable, accounting	5.0%	Shortage of staff	4.4%
	Dignity, respect - staff attitudes	4.0%	Accidental or injury of unknown origin; falls; improper handling	4.0%
<b>Home &amp; Community-Based Services</b>	Problem with Case Management Agency	14.3%	Staff unresponsive, unavailable	12.5%
	Staff unresponsive, unavailable	11.7%	Services	12.5%
	Services	7.0%	Problem with case management agency	9.4%
	Dignity, respect - staff attitudes	4.3%	Denial	7.8%
	Personal property - lost/stolen/used/destroyed/damaged	3.8%	Billing/charges-notice, approval, question, accounting wrong, or denied	6.3%

\*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.

## VOLUNTEER ENGAGEMENT

REGION	FFY 2015					FFY 2016				
	# 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
<b>1</b>	31	16	51.6%	59.5	1.5%	24	10	41.7%	4.4	0.4%
<b>2</b>	27	21	77.8%	226.0	1.0%	19	16	84.2%	71.8	1.8%
<b>*3</b>	20	18	90.0%	50.4	3.8%	17	2	11.8%	1.7	0.0%
<b>4</b>	52	38	73.1%	250.8	27.6%	38	35	92.1%	78.4	32.0%
<b>5</b>	39	32	82.1%	701.3	21.2%	31	22	71.0%	374.3	18.6%
<b>6</b>	26	20	76.9%	561.7	15.7%	18	9	50.0%	21.0	1.3%
<b>7</b>	30	24	80.0%	57.6	1.4%	19	15	78.9%	36.4	5.2%
<b>8</b>	4	4	100.0%	18.6	2.3%	4	3	75.0%	28.5	10.3%
<b>9</b>	20	15	75.0%	49.8	7.4%	15	9	60.0%	64.1	12.7%
<b>10A</b>	75	39	52.0%	187.8	4.0%	54	30	55.6%	77.4	2.2%
<b>10B</b>	62	50	80.6%	896.6	21.2%	42	20	47.6%	740.7	21.1%
<b>11</b>	19	14	73.7%	66.8	1.6%	12	10	83.3%	35.7	3.2%
<b>SW</b>	405	291	71.9%	3,138.5	10.6%	280	159	56.8%	1,655.3	10.7%

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

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## % OF NURSING HOMES VISITED QUARTERLY

REGION	% VISITED IN ALL QUARTERS FFY 2015	CURRENT TOTAL FACILITIES	% VISITED IN OCT-DEC 2015	% VISITED IN JAN-MAR 2016	% VISITED IN APR-JUN 2016	% VISITED IN JUL-SEP 2016	% VISITED IN ALL QUARTERS
1	30.5%	136	64.7%	58.6%			42.1%
2	67.6%	101	79.2%	57.8%			49.0%
*3	73.5%	47	0.0%	2.1%			0.0%
4	17.3%	96	83.3%	89.7%			75.3%
5	78.9%	55	94.5%	100.0%			92.9%
6	7.3%	102	42.2%	44.7%			24.3%
7	84.0%	48	97.9%	94.1%			92.2%
8	42.4%	25	84.0%	84.0%			76.0%
9	73.2%	60	98.3%	100.0%			98.3%
10A	7.3%	154	47.1%	45.9%			29.3%
10B	84.5%	107	100.0%	99.1%			99.1%
11	88.2%	78	87.2%	85.7%			76.6%
SW	46.7%	716	71.1%	68.9%			58.2%

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.

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## % OF ADULT CARE FACILITIES VISITED QUARTERLY

REGION	% VISITED IN ALL QUARTERS FFY 2015	CURRENT TOTAL FACILITIES	% VISITED IN OCT-DEC 2015	% VISITED IN JAN-MAR 2016	% VISITED IN APR-JUN 2016	% VISITED IN JUL-SEP 2016	% VISITED IN ALL QUARTERS
1	21.3%	89	34.8%	38.5%			8.3%
2	72.2%	49	9.8%	5.9%			0.0%
3	50.0%	1	0.0%	0.0%			0.0%
4	0.9%	90	49.0%	39.2%			12.7%
5	76.9%	11	90.9%	90.9%			90.9%
6	0.0%	73	45.5%	36.4%			18.2%
7	90.6%	30	100.0%	100.0%			93.3%
8	14.3%	7	100.0%	71.4%			71.4%
9	78.3%	21	95.5%	100.0%			95.5%
10A	3.3%	254	13.9%	12.3%			3.5%
10B	44.7%	96	72.6%	85.7%			65.3%
11	79.5%	40	76.2%	68.3%			61.0%
SW	25.4%	762	40.8%	39.2%			40.3%

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## % RESIDENTIAL CARE FACILITIES VISITED QUARTERLY

REGION	% VISITED IN ALL QUARTERS FFY 2015	CURRENT TOTAL FACILITIES	% VISITED IN OCT-DEC 2015	% VISITED IN JAN-MAR 2016	% VISITED IN APR-JUN 2016	% VISITED IN JUL-SEP 2016	% VISITED IN ALL QUARTERS
1	32.1%	73	63.6%	53.8%			46.2%
2	65.3%	67	71.8%	48.6%			40.3%
3	79.5%	38	0.0%	2.5%			0.0%
4	7.1%	54	76.4%	78.2%			61.8%
5	69.0%	39	97.5%	97.5%			97.5%
6	0.0%	82	51.1%	49.5%			26.9%
7	63.2%	18	94.7%	100.0%			94.7%
8	72.7%	10	100.0%	100.0%			100.0%
9	67.9%	26	100.0%	100.0%			100.0%
10A	4.9%	113	36.4%	38.7%			19.3%
10B	74.4%	72	96.1%	91.1%			86.1%
11	91.3%	45	84.1%	88.6%			75.0%
SW	41.1%	638	65.3%	61.9%			50.5%

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.

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## HCBS ACTIVITY

FFY 2015						Quarter 2 - FFY 2016				
REGION	HCBS ADVOCACY & GENERAL INFORMATION HOURS - PAID STAFF	HCBS ADVOCACY & GENERAL INFORMATION HOURS - VOLUNTEERS	HCBS CASES RECEIVED	TOTAL CASES RECEIVED WITH CONSUMER AS SOURCE	HCBS CASES RECEIVED WITH CONSUMER AS SOURCE	HCBS ADVOCACY & GENERAL INFORMATION HOURS - PAID STAFF	HCBS ADVOCACY & GENERAL INFORMATION HOURS - VOLUNTEERS	HCBS CASES RECEIVED	TOTAL CASES RECEIVED WITH CONSUMER AS SOURCE	HCBS CASES RECEIVED WITH CONSUMER AS SOURCE
1	22.4	0	17	127	7	4.5	0	1	24	0
2	25.1	0	15	34	2	0.4	0	1	8	0
*3	6	0	10	27	3	0	0	1	1	0
4	12.8	0.4	11	113	3	0	0	5	26	0
5	14.6	0	24	138	7	7.8	0	8	44	3
6	18	0.9	57	310	15	2.6	0	12	47	3
7	36.7	3.6	13	114	9	48.4	0	1	19	0
8	3.5	0	6	7	1	1	0	0	0	0
9	3.6	0	16	140	7	4.6	0	11	50	5
10A	38	0	121	175	27	11.3	0	12	37	2
10B	17.3	0	32	379	14	5.2	0	4	124	1
11	45	0	41	137	16	3.6	0	2	41	1
SW	243.5	4.9	363	1,701 (25%)	111 (30.6%)	89.4	0	58	420	15

FFY 2015 is a baseline year. Various efforts including training were undertaken in an effort to reinforce the ombudsman role in HCBS and these measures are reflective of that work. Regions 1, 2, 4, 6, 10A, 10B, and 11 participate in the MyCare Ohio demonstration project and we would expect those regions to provide more ombudsman services in the community.

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