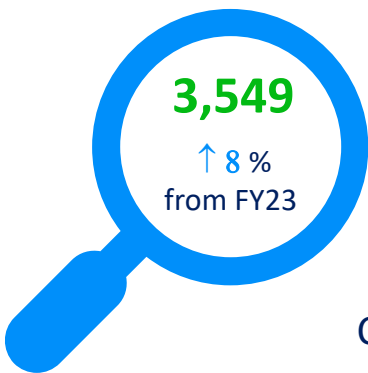




FY2024 Annual Report

Case Investigations



Complaints that were investigated, verified and resolved by Long Term Care Ombudsmen

Ombudsman Activities



9,796 ↑ 23% - Information and Assistance to Individuals



1,442 ↑ 22% - Information and Assistance to Facility Staff



2,921 ↑ 2.4% - Facility Visits



269 ↑ 15% - Resident/Family Council Meetings



41 ↑ 5% - Community Education Sessions



512 ↑ 34% - Participation in Facility Surveys

Top Complaint Topics



387 Discharge/Eviction



241 Staff Failure to Respond to Request for Assistance



202 Medications



193 Rights and Preferences



159 Dignity & Respect



152 Personal Hygiene



139 Personal Property



130 Assistive Devices/Equipment

The Ombudsman Team



7 - State Office Staff



23 - Local Ombudsmen



11 - Volunteers

Ombudsmen in Action

The data provided in this report speaks to the incredible amount of work completed by a small group of individuals, but it does not reflect the impact of systemic advocacy and collaboration with our long term care partners. Here are a few highlights of our advocacy work and new program resources developed in federal fiscal year 2024.

- The MLTCOP continues to prioritize responding to notices of involuntary discharge issued to nursing home residents. We meet with the resident to explain the notice, offer advocacy services, and only at the direction of the resident, we assist in referring the case for legal representation at the appeal. Working with LARA and MDHHS, we identified a need to educate providers and update the state involuntary discharge form to ensure residents with a pending Medicaid application or appeal were not prematurely issued an involuntary discharge notice when the reason for discharge was non-payment.
- The MLTCOP launched a more user-friendly website with links to locate a local ombudsman, abuse prevention resources, resident rights in long term care settings, and a variety of fact sheets and other resources to help visitors navigate long term care.
- The MLTCOP developed a new resource for volunteer management to support local ombudsmen in the recruitment, monitoring, and retention of ombudsman volunteers.
- The MLTCOP in collaboration with AARP and Area Agencies on Aging successfully advocated for a \$3M increase in State general funds for additional paid ombudsmen to be hired across the state.
- The MLTCOP continues to support the Attorney General's Elder Abuse Task Force by serving on several committees to provide insight into the residents' experience in a variety of areas. We continue to support changes to existing state guardianship law to strengthen protections and increase accountability for those subject to or under guardianship.

Plans for Fiscal Year 2025

In addition to facility visits, case investigation and resolution, and other activities, we will:

- Launch the new volunteer management program including recruitment, monitoring and evaluation tools for use at the state and local levels of the program.
- Increase the number of local ombudsmen to provide long term care ombudsman services and increase ombudsman access for home for the aged and adult foster care residents.
- Establish a state-wide resident council for nursing home residents to connect with other residents, share concerns and ideas, and inform the systemic work of the MLTCOP.
- Continue monthly culture change meetings to promote resident-focused communities.

For **Free and Confidential** help, call **1-866-485-9393**
Email: **MLTCOP@meji.org** Website: **www.MLTCOP.org**