



# FY2019 Annual Report

## Case Investigations



Complaints that were Investigated, Verified and Resolved by an Ombudsman

## Top Common Complaints

-  420 - Discharge/Eviction
-  208 - Legal: Guardianship, Power of Attorney, Conservator
-  176 - Staff Failure to Respond to Request for Assistance
-  161 - Request for Less Restrictive Placement
-  148 - Dignity, Respect and Staff Attitudes

## Ombudsman Activities

-  4,551 – Information and Assistance to Individuals
-  2,019 – Information and Assistance to Facility Staff
-  3,207 – Facility Visits
-  386 - Resident/Family Council Meetings
-  129 - Community Education Sessions
-  35 - Training Sessions for Facility Staff

## The Ombudsman Team

-  5 - State Office Staff
-  20 - Local Ombudsmen
-  30 – Volunteers

# Advocacy in Action

Involuntary Discharge continues to be the most common complaint from nursing home residents. The MLTCOP made this issue a priority in FY2019.

The State LTC Ombudsman met with key representatives from the State survey agency multiple times to:

- Review and update the State involuntary discharge notice form to ensure it meets state and federal requirements
- Develop a separate notification form for emergency transfers
- Identify the criteria for a notice to be complete and acceptable by the State survey agency
- Request the State reject notices that are incomplete

When local ombudsmen receive involuntary discharge notices, they do any or all of the following:

- Meet with the resident to explain the notice and appeal rights
- Work to resolve the issue prompting the involuntary discharge
- Assist the resident in seeking legal representation for the appeal
- Ensure the resident receives appropriate discharge planning including options for community placement, if appropriate

State and local ombudsmen continue to educate residents, family members, and nursing home staff on the involuntary discharge requirements. We advocate for residents based on their wishes and ensure their rights are honored and protected.

## Michigan Long Term Care Ombudsman Program

**Free and Confidential Help**

**1-866-485-9393**

**Email: [MLTCOP@meji.org](mailto:MLTCOP@meji.org)**

**Website: [MLTCOP.org](http://MLTCOP.org)**