



FY2022 Annual Report

Case Investigations

3,401

↑ 30%
from FY21

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

Ombudsman Activities



4,906 ↑ 5% - Information and Assistance to Individuals



1,141 ↓ 24% - Information and Assistance to Facility Staff



1,685 ↑ 222% - Facility Visits



143 ↑ 347% - Resident/Family Council Meetings



40 ↑ 11% - Community Education Sessions



382 ↑ 30% - Participation in Facility Surveys

Top Complaint Topics



331 Discharge/Eviction



218 Personal Hygiene



217 Staff Failure to Respond to Request for Assistance



180 Medications



175 Dignity, Respect, & Staff Attitudes



161 Other Rights/Preferences



118 Symptoms Unattended

The Ombudsman Team



7 - State Office Staff



20 - Local Ombudsmen



11 - Volunteers

The Impact of Advocacy

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 significant impact on residents and their family members. One family had this to say about ombudsman services:

I am writing you to inform you of the EXCELLENT service my family and I received from our local ombudsman, while my mom was a nursing home resident. I have contacted the local ombudsman on “numerous occasions” regarding the treatment, and the many various negative issues encountered.

Every call was always handled with care and concern, no matter how irritated and feed up I was when calling her to report the problems. She never turned me away or made me feel as though I was a bother to her, even though, I knew I probably got on her nerves with so many issues encountered at the nursing home as it was unbelievable. Once the facility knew that the local ombudsman was being copied on correspondence to them, they responded with some concern, which was not the case beforehand.

Having her, as a representative from the Ombudsman’s office truly made a difference and helped my family and I to move my mom from the nursing home. I truly feel for residents who don’t have anyone to check on them. I pray for them daily, and I thank GOD for her and the Ombudsman’s Office for the State of Michigan. Ombudsman presence in these facilities is critical to the well being of the residents. I ask your organization to please, please, please if any way possible to find more help in this line of work. It is greatly needed, and solely appreciated!!

Plans for Fiscal Year 2023

- Develop a Resident Council toolkit to support resident engagement and empowerment
- Provide abuse prevention training to long term care staff
- Promote education on resident rights for residents, staff and the general public
- Host quarterly resident and family calls to provide updates and answer questions related to the unwind of the PHE and the potential impacts on residents
- Continue to respond to requests for information, assistance, and case investigation

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