Case Investigations

Complaints that were Investigated, Verified and Resolved by an Ombudsman

3,908

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
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