



FY2021 Annual Report

Case Investigations



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

Top Complaints

-  253 - Discharge/Eviction
-  165 - Staff Failure to Respond to Request for Assistance
-  153 - Visitors
-  150 - Dignity, Respect, & Staff Attitudes
-  131 - Care Planning
-  128 - Personal Hygiene
-  126 - Medications
-  120 - Symptoms Unattended

Ombudsman Activities

-  4,696 ↓ 33% - Information and Assistance to Individuals
-  1,509 ↓ 62% - Information and Assistance to Facility Staff
-  523 ↓ 68% - Facility Visits
-  32 ↓ 81% - Resident/Family Council Meetings
-  36 ↓ 61% - Community Education Sessions
-  293 ↑ 1% - Participation in Facility Surveys

The Ombudsman Team

-  8 - State Office Staff
-  17 - Local Ombudsmen
-  11 - Volunteers

Advocacy in Action

Since the onset of the COVID-19 pandemic in March 2020, ombudsmen across the state continue to provide services remotely to those living in long term care settings to avoid contributing to the spread of the COVID-19 virus particularly the Delta variant that proved to be so deadly to many residents. Residents continue to be impacted by the isolation of the pandemic specifically with restrictions imposed on visitation, group activities, and communal dining.

In addition to typical case investigations and program activities, the MLTCOP participated in many efforts during the ongoing pandemic to represent residents' needs and concerns:

- Meeting weekly with key MDHHS staff to convey resident experiences and offer recommendations for visitation, protections, and overall COVID responses;
- Advocating at the state and national level for safe visitation for residents particularly those at end of life, those suffering a decline in physical, emotional or mental status due to the ongoing isolation, and those needing visitor assistance with activities of daily living to avoid further decline;
- Meeting weekly with local ombudsmen to offer case consultation and provide updates from state and federal agencies to ensure the highest-quality ombudsman advocacy services while in-person visitation was suspended;
- Hosting monthly resident and family calls to address COVID-19 questions and provide updates on the ever-changing orders and guidance;
- Implementing the Companion Pet Project to provide animatronic pets to residents in nursing homes and homes for the aged through a grant from AASA; and
- Participating in over 25 interviews with the media and providing legislative testimony to present the resident's perspective on the impacts of COVID-19.

We will continue in FY22 to advocate for safe visitation and a return to normalcy for residents in long term care settings including the return to meaningful activities and receiving visitors that support quality of life and quality of care, including in-person services from the ombudsman program. When safe, we will resume in-person visits with residents and conduct routine visits in long term care settings to ensure care and services are delivered to those we serve. We will continue our work to educate residents, staff, and the general public on identifying and preventing abuse, neglect, and exploitation. Finally, we will advocate for resident displaced due to COVID-19 who wish to return to their original long term care setting.

Free and Confidential Help call [1-866-485-9393](tel:1-866-485-9393)

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