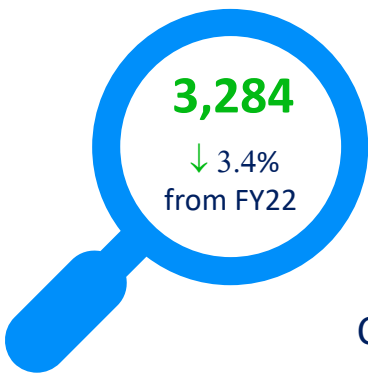





# FY2023 Annual Report

## Case Investigations




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

## Ombudsman Activities

 **7,937** ↑ 61% - Information and Assistance to Individuals

 **1,186** ↑ 4% - Information and Assistance to Facility Staff

 **2,852** ↑ 69% - Facility Visits

 **234** ↑ 64% - Resident/Family Council Meetings

 **39** ↓ 2% - Community Education Sessions

 **381** ↑ 0% - Participation in Facility Surveys

## Top Complaint Topics

-  **405** Discharge/Eviction
-  **212** Staff Failure to Respond to Request for Assistance
-  **192** Rights and Preferences
-  **172** Personal Hygiene
-  **169** Medications
-  **153** Dignity & Respect
-  **137** Live in Less Restrictive Setting

## The Ombudsman Team

-  **6** - State Office Staff
-  **20** - 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 2023.

- The MLTCOP met with providers, advocates, and staff of the Michigan Department of Health and Human Services (MDHHS) to address policy impacts of the anticipated public health emergency unwinding. The MLTCOP advocated for guidance and training to be provided for resuming financial and medical Medicaid eligibility assessments. We identified hundreds of residents that were prematurely identified for functional eligibility reassessment and worked with MDHHS to educate these providers on current policy. We advocated to ensure that residents were provided with appropriate notice and supports if they were facing the end of Medicaid service coverage.
- The MLTCOP responds to notices of involuntary discharge issued to nursing home residents. We advocated to have notices rescinded when the notice was not issued timely to the resident or the ombudsman program, when the state required form was not completed correctly, and when the reasons for discharge did not meet the federal or state regulations. We also assisted residents with referrals to legal services when appealing a discharge notice.
- The MLTCOP developed “Lets Talk about Rights”, one page guide on 12 different topics to spark deeper conversations about nursing home resident rights.
- We created a new user-friendly video about the MLTCOP program. It explains program services, who we serve, reasons to contact the program, and how to contact a local ombudsman. The 2-minute video is posted on the program website at [www.MLTCOP.org](http://www.MLTCOP.org) website.

## Plans for Fiscal Year 2024

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

- Continue our work on the Governor’s Nursing Home Workforce Stabilization Council and the MDHHS Direct Care Workers Advisory Committee to identify and promote solutions to address the staffing crisis across the long-term care continuum.
- Develop a new volunteer management program including recruitment, monitoring and evaluation tools for use at the state and local levels of the program.
- Update the MLTCOP website for a more user-friendly experience.

For **Free and Confidential** help, call **1-866-485-9393**  
Email: [MLTCOP@meji.org](mailto:MLTCOP@meji.org) Website: [www.MLTCOP.org](http://www.MLTCOP.org)