

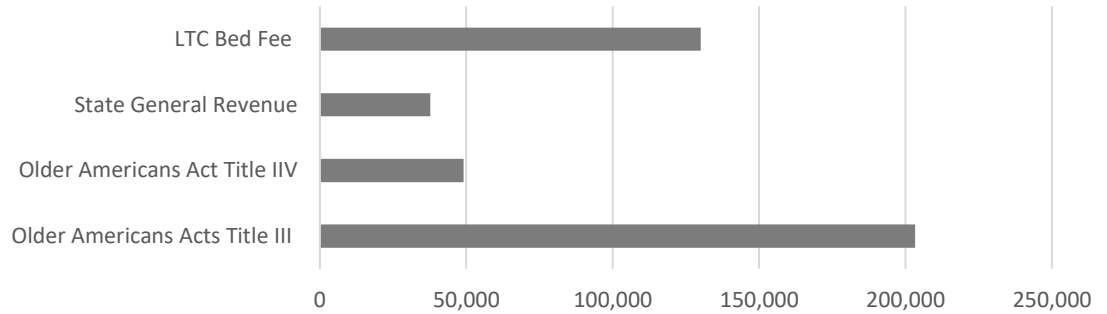


**8 Staff**



**20 Volunteers**

**State and Federal Program Funds, CY 2018**



**78% Complaint Resolution Rate**

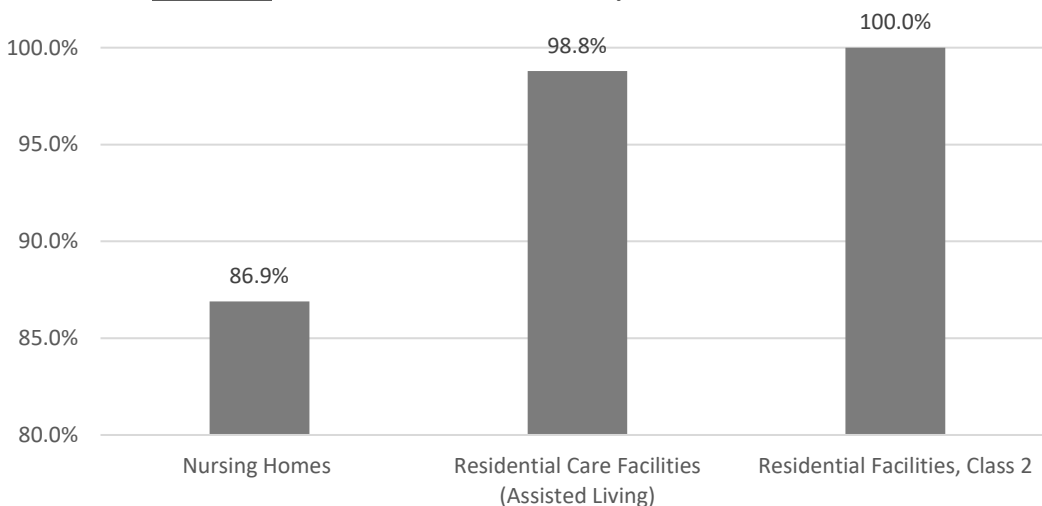
■ Ombudsmen work hard to resolve complaints to our client's satisfaction, as reflected in our resolution rate.



**OMBUDSMEN IN ACTION**

The fourth most frequent complaint received by the ombudsman program is related to response to requests for assistance, most commonly related to delayed response to call lights. For example, a resident of a nursing home is continent but has mobility issues and is dependent on staff for assistance to the bathroom. He waits so long for his call light to be answered that he is often incontinent. He calls the ombudsman for assistance who, through investigation, finds that the biggest problem is between 9:00pm and 10:00pm when all evening shift staff take their break at the same time. The ombudsman convinces the facility administrator of the problem and the facility implements procedures that ensure staff are available to answer call lights in a timely manner.

**Percentage of Region 1 Long-Term Care Facilities without Ombudsman Quarterly Visitation, CY 2018**



**330**



**Long-Term Care Facilities**