

Pre-Survey Report

LTCO Information on Nursing Facility Prepared for Healthcare Facility Regulation

LTCO Program		Facility Name	
Ombudsman Representative		City	
Phone Number		County	
Date of Information		Number of Complaints During Past Year	

Number and Types of Complaints

Please see the attached "Cases by Complaint Code Report" for the number and types of complaints the Ombudsman Representative has observed over the past year.

Ombudsman Representative, to run report:

1. Log in to OmbudsManager
2. Click on the "Reports" tab
3. Click on the "Cases" tab
4. Right click on the "Cases by Complaint Code Report"
5. Left click "New Definition"
6. Click on the "Start Date" calendar icon and enter the first date of the month one year ago
7. Click on the "End Date" calendar icon and enter the current date
8. Click on the "Facilities" button (just below the calendar icons)
9. Select the nursing home you're doing the pre-survey report on
10. Click "OK" to close the facilities window
11. Click "Print Preview" at the top right hand side of the screen
12. Click the printer icon in the upper left hand corner of your screen to print this report

General Observations and Comments (Environment, Cleanliness, Staff interaction with residents)

Significant Changes in Facility during last year (Resident care , Policies, Administration)

Resident Council: Active Inactive

Family Council: Active Inactive

List residents/families suggested for interviewing (with consent to reveal their identity) and their complaints/concerns.

Residents / Families	Phone Number	Complaints / Concerns