

Complaint versus Consultation

LTCOP Rule §1324.19 (b) Complaint Processing
<p>➤ The Ombudsman or representative of the Office shall investigate a complaint, including but not limited to a complaint related to abuse, neglect, or exploitation, for the purposes of resolving the complaint to the resident's satisfaction and of protecting the health, welfare, and rights of the resident. The Ombudsman or representative of the Office may identify, investigate and resolve a complaint impacting multiple residents or all residents of a facility.</p> <ul style="list-style-type: none"> • Personally Discuss with Resident • Privacy • Resident communicates informed consent to take action on the complaint • Determine the wishes of the resident • Determine /obtain consent to disclose resident identifying information

Information and Consult Practice
<p>➤ Resident/staff/Family, etc. has a question about rights, care, etc. LTCO provides answer, resources, referral information. The LTCO may or may not follow up to see if more assistance is needed (i.e. when someone calls the program - there may not be a call back).</p> <ul style="list-style-type: none"> • May or may not discuss with the resident (depending on who called) • Privacy may or may not be a factor, i.e. may be a phone call that the resident makes from a public phone • Work is not done to determine the inquirer's perspective other than to understand the question/concern and provide accurate information • There is no informed consent because no further action is needed • However, the conversation cannot be disclosed without consent per disclosure requirements of the rule.

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LTCOP Rule §1324.19 (b) Complaint Processing
<p>Advise the resident (and resident representative, where applicable) of the resident's rights;</p> <p>Work with the resident (or resident representative, where applicable) to develop a plan of action for resolution of the complaint</p> <p>Investigate the complaint to determine whether the complaint can be verified; and</p> <p>Determine whether the complaint is resolved to the satisfaction of the resident (or resident representative, where applicable).</p> <p>Case notes are documented within the case, not as a consultation activity.</p> <p>May offer consultation related to the complaint but that is documented in the case notes.</p>

Information and Consult Practice
<p>Provide information on applicable rights, laws, etc. if appropriate</p> <p>No action for complaint resolution requested so no plan to develop</p> <p>No investigation</p> <p>May or may not follow up with inquirer; there is no requirement to determine level of satisfaction</p> <p>Consultations are documented as activities; document each instance and the topic(s)</p>