Long Term Care Ombudsman

Outcomes

For more information or to become a Volunteer, Contact
Coordinator of Volunteers
Phone: **800-522-2602**
eMail:ltco.contact@state.or.us

In the first half of Federal Fiscal Year 2010/11, Ombudsman Volunteers have investigated and resolved over 1200 cases involving issues or complaints for Oregon residents living in various long term care settings. Here are some recent stories about the work volunteers do every day on behalf of this vulnerable population. Page 2 highlights the top ten issues reported in the last twelve months.

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Greater Portland Metro Area

A nursing facility resident had multiple issues involving food, medication and delays in returning to her bed after using the toilet. After the volunteer met with the Resident Care Manager, the resident reported "They had a big meeting about me and everything's great now!"

Southern Oregon

An independent-minded resident of a nursing facility who is legally blind wanted his meal tray set up consistently so he could feed himself. Staff regularly forgot his wishes until the volunteer arranged for signage at his place at the table. That solved the problem.

Oregon Coast

A mobility-impaired assisted living resident fell getting out of bed, but pushed her MedAlert pendant. When the MedAlert service called the facility, no one answered. A family member was then called and came to the facility and found the resident on the floor. The volunteer met with the administrator and now staff will take a cordless phone whenever they must leave the front desk.

Central Oregon

A resident who was scheduled for discharge was held over at the nursing facility for an extra day for no documented medical reason, incurring a charge that he could not afford to pay. The volunteer pointed out to the administrator that this issue had been noted in the care plan, so the facility agreed to drop the extra day's charge.

Greater Portland Area

When her granddaughter filed guardianship papers, the resident asked our volunteer for help in objecting to the proceedings. To the volunteer, the assisted living resident seemed to be competent. The volunteer then spoke with the resident's attorney and at the hearing the guardianship was not granted.

Oregon Coast

A resident's roommate played his television very loudly 24 hours a day. Staff was unresponsive to the resident's concerns until the volunteer observed the noise level and met with the care manager. The resident was moved that day to a different floor and closer to the physical therapy department which he appreciated.

Eastern Oregon

The volunteer observed a chronic problem with caregiver response to call lights. She met with the RCF Administrator who is receptive to both requiring new training to staff on giving each call a sense of "emergency" and developing an action plan to upgrade to a state of the art call response system.

Mid-Willamette Valley

An assisted living resident of limited means was suddenly sent out to the hospital, and her purse (containing holiday cash from family members) was left behind in her room. Despite locking the door, the cash was gone when she returned home. Our volunteer reported the loss to APS and once substantiated, the facility had to reimburse the lost funds.

Outcomes is a publication of the Office of the Long Term Care Ombudsman, an independent agency of the State of Oregon since 1985, per ORS 441.100 as mandated under the federal Older Americans Act of 1978.

Office of the Long Term Care Ombudsman

TOP 10 COMPLAINTS BY TOPIC AND TYPE OF FACILITY

JULY 1, 2010 – JUNE 30, 2011

Issue/Complaint Description	Total Complaints Investigated	Distribution by Type of Facility: Nursing	Residential Care	Assisted Living	Adult Foster
DISCHARGE/EVICTION PLANNING, NOTICE, PROCEDURE	176	62	44	60	10
MEDICATIONS	149	63	24	46	16
MENU - QUANTITY, QUALITY, VARIATION, CHOICE OF FOOD	149	51	27	62	9
GROSS NEGLECT	136	53	40	27	16
CALL LIGHTS, REQUESTS FOR ASSISTANCE	110	71	16	18	5
DIGNITY, RESPECT - STAFF ATTITUDES	98	39	26	25	8
CARE PLAN/RESIDENT ASSESSMENT INADEQUATE, FAILURE TO FOLLOW PLAN	97	45	20	27	5
ACCIDENTS, FALLS, IMPROPER HANDLING	96	35	33	19	9
BILLING/CHARGES QUESTIONABLE ACCOUNTING	94	25	21	44	4
SYMPTOMS UNATTENDED	85	50	17	7	11
Grand Totals for All Complaints Received	2,907*	1,225	656	769	254

**14% (404 complaints or issues) were referred to Adult Protective Services*

Data prepared by the Office of the Long Term Care Ombudsman, State of Oregon reflecting requests for assistance from either residents or other concerned citizens.