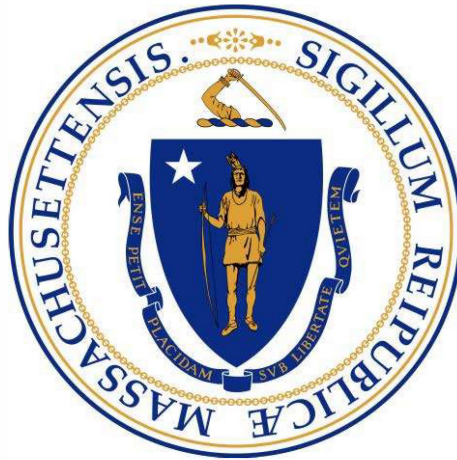


Office of the Statewide Long-term Care Ombudsman Program

Annual Report Summary: FY2020



**One Ashburton Place
Boston, MA 02108**

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Case and Complaints Summary

Total number of cases closed:

1650

Totals Cases per Complainant by Facility Setting

Complainant	Nursing Facility	Residential Care Community	Other	Total per complainant
Resident	1041	48	0	1089
Resident representative, friend, family	339	18	0	357
Ombudsman program	102	5	0	107
Facility staff	9	2	0	11
Representative of other agency or program	31	6	0	37
Concerned person	16	2	0	18
Resident or family council	14	0	0	14
Unknown	17	0	0	17
Total per facility type	1569	81	0	1650

Total number of complaints:

2160

Major Complaint Groups by Type of Facility

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
A. Abuse, gross neglect, exploitation	35	2	0	37
B. Access to Information	94	2	0	96
C. Admission, transfer, discharge, eviction	199	9	0	208
D. Autonomy, choice, rights	316	19	0	335
E. Financial, property	155	9	0	164
F. Care	683	18	0	701
G. Activities and community integration and social services	126	8	0	134
H. Dietary	176	5	0	181
I. Environment	197	15	0	212
J. Facility policies, procedures and practices	42	4	0	46
K. Complaints about an outside agency (non-facility)	8	1	0	9
L. System and others (non-facility)	35	2	0	37

Complaint Verifications

Verification Status	Nursing Facility	Residential Care Community	Other	Total
Verified	1951	91	0	2042

Not Verified	115	3	0	118
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Complaint Dispositions

Disposition Status	Nursing Facility	Residential Care Community	Other	Total
Partially or fully resolved to the satisfaction of the resident, resident representative or complainant	1390	58	0	1448
Withdrawn or no action needed by the resident, resident representative or complainant	485	23	0	508
Not resolved to the satisfaction of the resident, resident representative or complainant	191	13	0	204

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Complaint Types by Type of Facility

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
A. Abuse, gross neglect, exploitation	35	2	0	37
A01. Abuse: physical	9	2	0	11
A02. Abuse: sexual	6	0	0	6
A03. Abuse: psychological	12	0	0	12
A04. Financial exploitation	3	0	0	3
A05. Gross neglect	5	0	0	5
B. Access to Information	94	2	0	96
B01. Access to information and records	82	2	0	84
B02. Language and communication barrier	12	0	0	12
B03. Willful interference	0	0	0	0
C. Admission, transfer, discharge, eviction	199	9	0	208
C01. Admission	4	0	0	4
C02. Appeal process	4	0	0	4
C03. Discharge or eviction	136	9	0	145
C04. Room issues	55	0	0	55
D. Autonomy, choice, rights	316	19	0	335
D01. Choice in health care	23	1	0	24
D02. Live in less restrictive setting	51	4	0	55
D03. Dignity and respect	105	4	0	109
D04. Privacy	18	1	0	19
D05. Response to complaints	13	0	0	13
D06. Retaliation	2	0	0	2
D07. Visitors	32	2	0	34
D08. Resident or family council	2	0	0	2
D09. Other rights and preferences	70	7	0	77
E. Financial, property	155	9	0	164
E01. Billing and charges	32	4	0	36
E02. Personal property	123	5	0	128

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
F. Care	683	18	0	701
F01. Accidents and falls	26	2	0	28
F02. Response to requests for assistance	137	1	0	138
F03. Care planning	59	1	0	60
F04. Medications	86	5	0	91
F05. Personal hygiene	76	2	0	78
F06. Access to health related services	69	4	0	73
F07. Symptoms unattended	72	1	0	73
F08. Incontinence care	30	0	0	30
F09. Assistive devices or equipment	76	2	0	78
F10. Rehabilitation services	50	0	0	50
F11. Physical restraint	1	0	0	1
F12. Chemical restraint	1	0	0	1
F13. Infection control	0	0	0	0
G. Activities and community integration and social services	126	8	0	134
G01. Activities	47	2	0	49
G02. Transportation	9	2	0	11
G03. Conflict resolution	34	2	0	36
G04. Social services	36	2	0	38
H. Dietary	176	5	0	181
H01. Food services	121	4	0	125
H02. Dining and hydration	32	0	0	32
H03. Therapeutic or special diet	23	1	0	24
I. Environment	197	15	0	212
I01. Environment	64	5	0	69
I02. Building structure	19	3	0	22
I03. Supplies, storage and furnishings	51	3	0	54
I04. Accessibility	8	0	0	8
I05. Housekeeping, laundry and pest abatement	55	4	0	59
J. Facility policies, procedures and practices	42	4	0	46
J01. Administrative oversight	4	3	0	7
J02. Fiscal management	0	0	0	0
J03. Staffing	38	1	0	39

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
K. Complaints about an outside agency (non-facility)	8	1	0	9
K01. Regulatory system	0	0	0	0
K02. Medicaid	3	1	0	4
K03. Managed care	2	0	0	2
K04. Medicare	3	0	0	3
K05. Veterans Affairs	0	0	0	0
K06. Private Insurance	0	0	0	0
L. System and others (non-facility)	35	2	0	37
L01. Resident representative or family conflict	13	2	0	15
L02. Services from outside provider	7	0	0	7
L03. Request to transition to community setting	15	0	0	15

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Organizational Structure

Office of state LTCO location

State Unit on Aging

Local Ombudsman Entity Location	Number of Ombudsman
Area agency on aging (AAA) an area agency on aging designated under section 305(a)(2)(A) of the Older Americans Act or a State agency performing the functions of an area agency on aging under section 305(b)(5) of the OAA.	18
Social services non-profit agency, with 501(c)(3) status, other than AAA	1
Legal services provider	0
Stand-alone local Ombudsman entity - a non-profit agency with 501(c)(3) status – the only program is the local Ombudsman entity	0
Total number of entities	19

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Staff and Volunteers

Office of State Ombudsman Staff

Total staff	5	
Total full-time equivalent (FTE)	5	
Total state volunteer representatives	0	
Total hours donated by state volunteers representatives	0	Hours
Total other volunteers (not representatives)	0	

Local Ombudsman Entity Staff

Total staff	31	
Total full-time equivalent (FTE)	27	
Total local volunteer representatives	233	
Total hours donated by local volunteer representatives	11,820	Hours
Total local volunteers (not representatives)	0	

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Funds Expended

Funds Expended from OAA Sources

Federal - OAA Title VII, Chapter 2, Ombudsman	\$373,124
Federal - OAA Title VII, Chapter 3	\$0
OAA Title III - State level	\$300,000
OAA Title III - AAA level	\$1,464,232
Other Federal Sources	
There are no other Federal sources	
Total other Federal funds expended	\$417,976
Other State Sources	
There are no other State sources	
Total other State funds expended	\$234,416
Other Local Sources	
There are no other Local sources	
Total other Local funds expended	\$95,032

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Facility - Number and Capacity

Licensed Nursing Facilities

Total number	377
Total resident capacity	44715

Residential Care Communities

Total number	333
Total resident capacity	19678

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Facility - Residential Care Community Information

RCC type	RCC type definition	Minimum RCC capacity	Maximum RCC capacity
Assisted Living Residence	Any entity, however organized, whether conducted for profit or not for profit, which meets all of the following criteria: a) provides room and board; and b) provides, directly by its employees or through arrangements with another organization which the entity may or may not control or own, Personal Care Services for three or more adults who are not related by consanguinity or affinity to their care provider; and c) collects payments or third party reimbursements from or on behalf of Residents to pay for the provision of assistance with the Activities of Daily Living, or arranges for same. (651 CMR12.02)	3	
Rest Home	A facility or units thereof that provides or arranges to provide in addition to the minimum basic care and services required in 105 CMR 150.000, a supervised supportive and protective living environment and support services incident to old age for residents having difficulty in caring for themselves and who are ambulatory and do not require Level II or III nursing care or other medical related services on a routine basis.		

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Program Activities

Certifications and Training

Certification training hours	36	Hours
Training hours required to maintain certification	24	
Number of new individuals completing certification training	32	

Ombudsman Program Activities

Information and assistance to individuals	6616
Community education	147

Ombudsman Program Activities - Facilities

Activity	Nursing Facility	Residential Care Community
Training sessions for facility staff	6	2
Information and assistance to staff	5077	572
Number of facilities that received one or more visits	382	62
Number of visits for all facilities	7559	998
Number of facilities that received routine access	2	1
Total participation in facility survey	459	22
Resident council participation	136	9
Family council participation	16	0