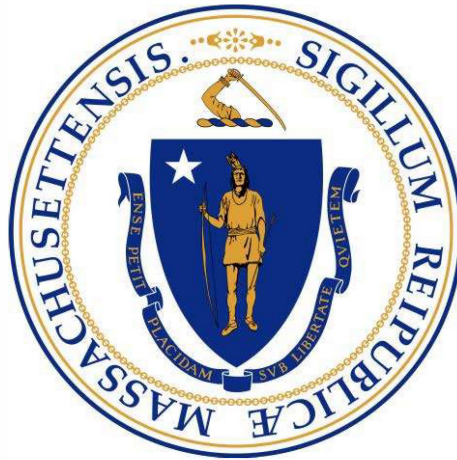


Office of the Statewide Long-term Care Ombudsman Program

Annual Report Summary: FY2021



**One Ashburton Place
Boston, MA 02108**

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Case and Complaints Summary

Total number of cases closed:

1352

Totals Cases per Complainant by Facility Setting

Complainant	Nursing Facility	Residential Care Community	Other	Total per complainant
Resident	809	64	0	873
Resident representative, friend, family	329	12	0	341
Ombudsman program	63	7	0	70
Facility staff	13	8	0	21
Representative of other agency or program	21	3	0	24
Concerned person	0	1	0	1
Resident or family council	5	0	0	5
Unknown	16	1	0	17
Total per facility type	1256	96	0	1352

Total number of complaints:

2034

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	16	8	0	24
B. Access to Information	84	0	0	84
C. Admission, transfer, discharge, eviction	168	7	0	175
D. Autonomy, choice, rights	326	24	0	350
E. Financial, property	140	7	0	147
F. Care	631	22	0	653
G. Activities and community integration and social services	144	13	0	157
H. Dietary	179	6	0	185
I. Environment	151	18	0	169
J. Facility policies, procedures and practices	41	3	0	44
K. Complaints about an outside agency (non-facility)	5	1	0	6
L. System and others (non-facility)	33	7	0	40

Complaint Verifications

Verification Status	Nursing Facility	Residential Care Community	Other	Total
Verified	1731	96	0	1827

Not Verified	187	20	0	207
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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	1178	68	0	1246
Withdrawn or no action needed by the resident, resident representative or complainant	549	33	0	582
Not resolved to the satisfaction of the resident, resident representative or complainant	191	15	0	206

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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	16	8	0	24
A01. Abuse: physical	8	1	0	9
A02. Abuse: sexual	1	2	0	3
A03. Abuse: psychological	3	1	0	4
A04. Financial exploitation	3	4	0	7
A05. Gross neglect	1	0	0	1
B. Access to Information	84	0	0	84
B01. Access to information and records	71	0	0	71
B02. Language and communication barrier	7	0	0	7
B03. Willful interference	6	0	0	6
C. Admission, transfer, discharge, eviction	168	7	0	175
C01. Admission	2	1	0	3
C02. Appeal process	2	0	0	2
C03. Discharge or eviction	109	4	0	113
C04. Room issues	55	2	0	57
D. Autonomy, choice, rights	326	24	0	350
D01. Choice in health care	17	0	0	17
D02. Live in less restrictive setting	54	0	0	54
D03. Dignity and respect	99	5	0	104
D04. Privacy	21	3	0	24
D05. Response to complaints	11	1	0	12
D06. Retaliation	4	1	0	5
D07. Visitors	48	5	0	53
D08. Resident or family council	1	0	0	1
D09. Other rights and preferences	71	9	0	80
E. Financial, property	140	7	0	147
E01. Billing and charges	18	2	0	20
E02. Personal property	122	5	0	127

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
F. Care	631	22	0	653
F01. Accidents and falls	18	1	0	19
F02. Response to requests for assistance	97	2	0	99
F03. Care planning	46	2	0	48
F04. Medications	78	3	0	81
F05. Personal hygiene	78	4	0	82
F06. Access to health related services	83	2	0	85
F07. Symptoms unattended	58	2	0	60
F08. Incontinence care	17	1	0	18
F09. Assistive devices or equipment	80	5	0	85
F10. Rehabilitation services	75	0	0	75
F11. Physical restraint	0	0	0	0
F12. Chemical restraint	1	0	0	1
G. Activities and community integration and social services	144	13	0	157
G01. Activities	64	2	0	66
G02. Transportation	20	3	0	23
G03. Conflict resolution	29	5	0	34
G04. Social services	31	3	0	34
H. Dietary	179	6	0	185
H01. Food services	124	5	0	129
H02. Dining and hydration	31	0	0	31
H03. Therapeutic or special diet	24	1	0	25
I. Environment	151	18	0	169
I01. Environment	55	11	0	66
I02. Building structure	8	0	0	8
I03. Supplies, storage and furnishings	38	0	0	38
I04. Accessibility	7	1	0	8
I05. Housekeeping, laundry and pest abatement	43	6	0	49
J. Facility policies, procedures and practices	41	3	0	44
J01. Administrative oversight	5	0	0	5
J02. Fiscal management	1	0	0	1
J03. Staffing	35	3	0	38

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
K. Complaints about an outside agency (non-facility)	5	1	0	6
K01. Regulatory system	1	0	0	1
K02. Medicaid	0	1	0	1
K03. Managed care	1	0	0	1
K04. Medicare	2	0	0	2
K05. Veterans Affairs	0	0	0	0
K06. Private Insurance	1	0	0	1
L. System and others (non-facility)	33	7	0	40
L01. Resident representative or family conflict	8	3	0	11
L02. Services from outside provider	3	2	0	5
L03. Request to transition to community setting	22	2	0	24

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Organizational Structure

Office of state LTCO location

Inside state government

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	6	
Total full-time equivalent (FTE)	6	
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	37	
Total full-time equivalent (FTE)	30	
Total local volunteer representatives	233	
Total hours donated by local volunteer representatives	6,863	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	\$392,673
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	\$326,788
Other State Sources	
There are no other State sources	
Total other State funds expended	\$234,566
Other Local Sources	
There are no other Local sources	
Total other Local funds expended	\$62,580

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Facility - Number and Capacity

Licensed Nursing Facilities

Total number	369
Total resident capacity	43786

Residential Care Communities

Total number	329
Total resident capacity	20547

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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	51	

Ombudsman Program Activities

Information and assistance to individuals	9637
Community education	60

Ombudsman Program Activities - Facilities

Activity	Nursing Facility	Residential Care Community
Training sessions for facility staff	9	1
Information and assistance to staff	4587	564
Number of facilities that received one or more visits	372	176
Number of visits for all facilities	4434	833
Number of facilities that received routine access	43	9
Total participation in facility survey	433	16
Resident council participation	106	5
Family council participation	1	0