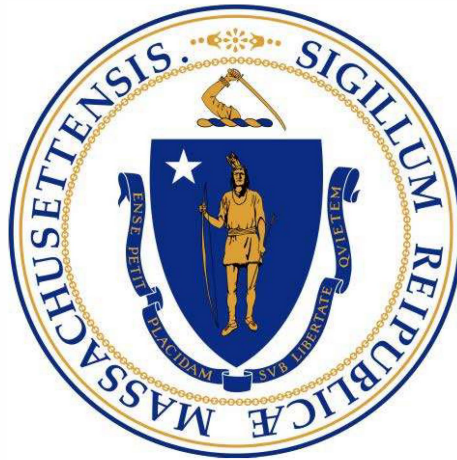


# **Office of the Statewide Long-term Care Ombudsman Program**

## **Annual Report Summary: FY2022**



**One Ashburton Place  
Boston, MA 02108**

# State data for MA for FFY 2022

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## Case and Complaints Summary

Total number of cases closed:

1965

Totals Cases per Complainant by Facility Setting

Complainant	Nursing Facility	Residential Care Community	Other	Total per complainant
Resident	1192	73	0	1265
Resident representative, friend, family	343	131	0	474
Ombudsman program	106	11	0	117
Facility staff	14	14	0	28
Representative of other agency or program	26	16	0	42
Concerned person	1	1	0	2
Resident or family council	10	0	0	10
Unknown	23	4	0	27
<b>Total per facility type</b>	<b>1715</b>	<b>250</b>	<b>0</b>	<b>1965</b>

Total number of complaints:

2743

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	25	28	0	53
B. Access to Information	73	10	0	83
C. Admission, transfer, discharge, eviction	196	51	0	247
D. Autonomy, choice, rights	326	45	0	371
E. Financial, property	141	37	0	178
F. Care	853	107	0	960
G. Activities and community integration and social services	198	12	0	210
H. Dietary	223	14	0	237
I. Environment	237	34	0	271
J. Facility policies, procedures and practices	56	10	0	66
K. Complaints about an outside agency (non-facility)	8	1	0	9
L. System and others (non-facility)	56	2	0	58

Complaint Verifications

Verification Status	Nursing Facility	Residential Care Community	Other	Total
Verified	2251	300	0	2551

Not Verified	141	51	0	192
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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	1475	164	0	1639
Withdrawn or no action needed by the resident, resident representative or complainant	709	147	0	856
Not resolved to the satisfaction of the resident, resident representative or complainant	208	40	0	248

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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	25	28	0	53
A01. Abuse: physical	10	12	0	22
A02. Abuse: sexual	2	4	0	6
A03. Abuse: psychological	6	4	0	10
A04. Financial exploitation	1	1	0	2
A05. Gross neglect	6	7	0	13
B. Access to Information	73	10	0	83
B01. Access to information and records	65	10	0	75
B02. Language and communication barrier	5	0	0	5
B03. Willful interference	3	0	0	3
C. Admission, transfer, discharge, eviction	196	51	0	247
C01. Admission	4	3	0	7
C02. Appeal process	4	1	0	5
C03. Discharge or eviction	117	46	0	163
C04. Room issues	71	1	0	72
D. Autonomy, choice, rights	326	45	0	371
D01. Choice in health care	26	4	0	30
D02. Live in less restrictive setting	58	7	0	65
D03. Dignity and respect	105	13	0	118
D04. Privacy	22	1	0	23
D05. Response to complaints	11	1	0	12
D06. Retaliation	4	2	0	6
D07. Visitors	29	10	0	39
D08. Resident or family council	0	0	0	0
D09. Other rights and preferences	71	7	0	78
E. Financial, property	141	37	0	178
E01. Billing and charges	30	28	0	58
E02. Personal property	111	9	0	120

Complaint Category/Type	Nursing Facility	Residential Care Community	Other	Total by Complaint Type
<b>F. Care</b>	853	107	0	960
F01. Accidents and falls	23	10	0	33
F02. Response to requests for assistance	161	14	0	175
F03. Care planning	52	24	0	76
F04. Medications	105	19	0	124
F05. Personal hygiene	94	13	0	107
F06. Access to health related services	108	3	0	111
F07. Symptoms unattended	80	12	0	92
F08. Incontinence care	31	3	0	34
F09. Assistive devices or equipment	87	5	0	92
F10. Rehabilitation services	101	0	0	101
F11. Physical restraint	0	2	0	2
F12. Chemical restraint	1	0	0	1
F13. Infection control	10	2	0	12
<b>G. Activities and community integration and social services</b>	198	12	0	210
G01. Activities	88	6	0	94
G02. Transportation	15	1	0	16
G03. Conflict resolution	31	3	0	34
G04. Social services	64	2	0	66
<b>H. Dietary</b>	223	14	0	237
H01. Food services	142	9	0	151
H02. Dining and hydration	38	2	0	40
H03. Therapeutic or special diet	43	3	0	46
<b>I. Environment</b>	237	34	0	271
I01. Environment	70	12	0	82
I02. Building structure	24	8	0	32
I03. Supplies, storage and furnishings	76	3	0	79
I04. Accessibility	12	1	0	13
I05. Housekeeping, laundry and pest abatement	55	10	0	65
<b>J. Facility policies, procedures and practices</b>	56	10	0	66
J01. Administrative oversight	2	4	0	6
J02. Fiscal management	3	0	0	3
J03. Staffing	51	6	0	57

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	4	0	0	4
K03. Managed care	1	0	0	1
K04. Medicare	3	0	0	3
K05. Veterans Affairs	0	0	0	0
K06. Private Insurance	0	1	0	1
L. System and others (non-facility)	56	2	0	58
L01. Resident representative or family conflict	9	1	0	10
L02. Services from outside provider	7	0	0	7
L03. Request to transition to community setting	40	1	0	41

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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.	17
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	18



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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	34	
Total full-time equivalent (FTE)	28	
Total local volunteer representatives	181	
Total hours donated by local volunteer representatives	12,682	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	\$408,769
Federal - OAA Title VII, Chapter 3	\$0
OAA Title III - State level	\$300,000
OAA Title III - AAA level	\$1,202,595
<b>Other Federal Sources</b>	
There are no other Federal sources	
Total other Federal funds expended	\$913,588
<b>Other State Sources</b>	
There are no other State sources	
Total other State funds expended	\$856,803
<b>Other Local Sources</b>	
There are no other Local sources	
Total other Local funds expended	\$107,497

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## Facility - Number and Capacity

### Licensed Nursing Facilities

Total number	362
Total resident capacity	42676

### Residential Care Communities

Total number	326
Total resident capacity	20307

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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	37	

### Ombudsman Program Activities

Information and assistance to individuals	5203
Community education	52

### Ombudsman Program Activities - Facilities

Activity	Nursing Facility	Residential Care Community
Training sessions for facility staff	7	7
Information and assistance to staff	2076	546
Number of facilities that received one or more visits	379	292
Number of visits for all facilities	10723	2047
Number of facilities that received routine access	311	69
Total participation in facility survey	499	27
Resident council participation	191	10
Family council participation	14	3