

## Appendix F: Most Frequent Areas of LTC Ombudsman Consultation to Facilities, by State, 2001

State	FY	State Program (1st area)	Local Program (1st area)	State Program (2nd area)	Local Program (2nd area)	State Program (3rd area)
AK	2001	Care plans and care plan meetings		Abuse reporting		Nurse delegation and medications
AL	2001	Alleged abuse	Combative residents	Family councils	Residents' Rights	how to handle difficult residents
AR	2001	Discharge/transfer	Discharge/transfer	Guardianship/POA	Residents' Rights	Residents' Rights
AZ	2001	Transfer/discharge	Admission and discharge	Residents' Rights	Ombudsman, Medicare/Medicaid	Ombudsman program
CA	2001	Conservatorship	Rights/benefits/services	Advance Directives	Legal/guardians/conservators	Residents' Rights
CO	2001	Residents' Rights	Transfer/Discharge	Abuse and Neglect	Family conflicts	Transfer/Discharge
CT	2001	Admissions/Discharges.	Admissions/Discharges.	Resident/Family Councils.	Care Planning Conferences.	Alzheimers/Dementia/MH
DC	2001	Residents' Rights	Residents' Rights	Transfer/Discharge	Resident Care	Elder Abuse
DE	2001	Residents' Rights	Residents' Rights	Resident Behavior	NH Placement Issues	NH Placement
FL	2001		transfer / discharge procedures		residents' rights	
GA	2001	Residents' Rights	Residents' Rights	Regulatory System	NH Services/ Care/ Policies	Abuse/ Abuse Reporting
HI	2001	Residents' Rights		Family Financial Exploitn of resid		Behavior probl, resident's/staff Rts
IA	2001	Managing difficult behaviors		Staffing		Non-payment issues
ID	2001	Advance Directives	Advance Directives	Rights	Rights	Services
IL	2001	Role of LTC Ombudsman Program	Residents' Rights	Family council requirements	Residents' Rights	Family respons to NF admission
IN	2001	Transfer/Discharge	Residents' Rights	Residents' Rights	Behavior Issues	
KS	2001	Residents' Rights	Residents' Rights	Choosing a NH		Involuntary Discharge Notice
KY	2001	Rights, Benefits & Services	Rights, Benefits & Services	Transfer/Discharge	Access to Ombudsman\Visitors	Medicaid
LA	2001	Resident Specific Issues	Resident Specific Issues	Legal Decision Making Authority	Residents' Rights	Statistics
MA	2001	Probl/Grievances/Work w facility		Choosing a NH		
MD	2001		Resident's Rights	Quality of Care	Family issues	
ME	2001	Residents' Rights	Access to home care	Medicaid denial & appeal	Medicaid appeals	Dealing with difficult residents
MI	2001					
MN	2001	Case Mix	Behavior issues		Transfer/Discharge issues	
MO	2001	Family issues	Transfer/discharge; difficult resid	Residents' Rights vs prot oversite	Residents' Rights	LTC regs: disch ltr, fam coun mtg
MS	2001	Ombudsman Program Services	Transfer/Discharge	Residents' Rights	Resident Care	Involuntary Discharge
MT	2001	Care&Treatment/Regulatory Clarific	Residents' Rights	Guardianship/Power of Attorney	Family Issues	Family Conflict/POA/Guardian
NC	2001	Ombudsman program issues	Residents' Rights	Transfer/discharge	Dealing with Difficult behaviors	Residents' Rights.
ND	2001	Guardianship		Advance Directives		Transfer/Discharge
NE	2001	Unresponsv Facility; complt proc		Adequacy of care	Unresponsv Facility; complt proc	Resident's rights
NH	2001	Care for res w/ behavior issues		Advance Directive/POA/guardians		Roommate conflicts.
NJ	2001	Discharge for non-payment	Quality of care issues	Clarify reportable incidents	Family quesitons/issues	Guardianship/legal
NM	2001	Residents' Rights	Transfer/Discharge	Transfer/Discharge	Care Planning Process	Family Issues
NV	2001					
NY	2001					
OH	2001	Residents' Rights	Dealing with family conflicts	Ombudsman Program role/scope	Legal: POA, guardianship, etc	Access
OK	2001	Residents' Rights	DNR/Advance Directive	ALF/RCF	Involuntary Transfer	Involuntary Transfer
OR	2001	Ombudsman Program/Services	Family Conflict/financial exploitn	Staffing	Activities and Social Services	Residents' Rights
PA	2001	Transfer/Discharge	Residents' Rights	Residents' Rights	Transfer/Discharge	Behavior Problems
PR	2001	B&C regs, licensing agency procs.	Nutrition services for residents	St Ombudsman Law/Prog respon	Family conflicts	Family conflicts
RI	2001	Facilities near the families homes.		Family want side rails used		Guardianship
SC	2001	Reporting Abuse and Neglect	Reporting Abuse and Neglect	Appropriate Transfers/Discharges	Transfers and Discharges	Residents' Rights
SD	2001	Financial Exploitation	Financial Exploitation	Clarification of Regulations	Clarification of Regulations	Residents' Rights
TN	2001	Disruptive Residents	Involuntary Discharge	Location of NH	Resident Behavior Problems	
TX	2001	Readmission, Transfer/Discharge	Residents' rights	Need local ombudsman services	Discharge/transfer/readmission	Coord during Facility closures
UT	2001	resident's rights vs other resid rts	Abuse/neglect/exploitation	Ombudsman rules and procedure:	Dealing w/ difficult residents	Resid Discharge for endanger oth
VA	2001	Managing difficult behaviors	LTC Ombudsman Program	Care regulations/standards	Resident/Family/Facility conflicts	Residents' Rights
VT	2001		Care issues		Residents' Rights	
WA	2001	LTC Ombudsman Program	LTC Ombudsman Program	Staffing	Residents' Rights	Abuse/ Neglect/Exploitation
WI	2001					
WV	2001	Advocate re abused/neglected res	Behavior issues	Medicaid/Medicare	Advance Directives	HCFA policies

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WY 2001 Residents' Rights

Residents' Rights

Family/Resident Conflict

Behavior Management

Placement/Behavioral

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### Local Program (3rd area)

Short staffing  
Staff/Resident issues  
Autonomy/Choice/Rts/Privacy  
Advance Directives  
Residents' Rights  
Residents' Rights.  
NH Regulations  
Advance Directives  
Family conflict  
Ombudsman Program

Services  
Family conflict  
Transfer/Discharge  
Family Conflicts  
Transfer/Discharge  
Family Issues

Care plans  
Residents' Rights

Care; Resident competency  
Family behavior, Communication  
Complaint Abuse Reporting  
Exercise Choice Issues

Quality of life/dignity issues  
Residents' Rights

Discharge issues  
Facility Regulations  
Legal: Guardianship, POA  
Behavior Problems  
Use and alternatives to restrictions

Residents' Rights  
Residents' Rights  
Residents' Rights  
Quality of Care issues  
fam disputes/proxy decism mkr law  
Restraints  
Transfer/ discharge  
Health Care Decision Making

community resources

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Ombudsman Information