

Appendix C: Summary of Major Long-Term Care Issues for 1999 to 2001

Access to Facilities and Services	States		
	1999	2000	2001
Discharge or Transfer			
Assisted Living, Board & Care, Similar	NC, NH, OH	NC, NH, UT	AZ, MD, OH
Medicaid	GA, MI, NH, TN		ME
Closures	CT, OH, WA, WV	ID, MA, MI, MN, NH, NM, OR	MA, MI, MN, NM, NV, PA, VA, WA
Alleged Behavior Problem	MA, MI, NC	MD, MI, MO, MT, NH, OH	MD, MS, MT
Non-payment	CO	MI, OH	OH
No Bed Hold	CA, NH	UT	MI
Level of Care Related	CT, HI	WV	CO, ME, RI
Procedures	CO, NC, NH, TN	MI, OH	AZ, CO, MI, MT, OH, VT
Admissions			
Selection		TN	
Medicaid	GA, KS	KS, MD, VT	KS, MD, ME
Lack Money	NV	NH	
Limited/No Licensed Facilities		DC, MD	MD
Low Staff Limiting Admissions	MN	MN	
Level of Care		CO, KY, MO	CO, UT
Contract Issues	HI, ME, WA	MD, ME, UT, WA	MD, ME
Access to Services			
Medicaid	WA	CO, MT, WA	MI, WA
Young Adults	MD, WY	MA, MD	MA, MD, WY
Lack Alternatives/Money	GA, KS, MD, ME, NH, WA, WV	GA, KS, NH, OR, WA	CA, GA, ID, KS, MN, NH, VA, WV
Special Needs		CO, CT, KY, OH	
Dementia/Mental Illness Services	GA, NH	GA, MA, MI, MT, NH, OH	GA, MA, MN, MS, NC, NH, RI

Summary of Major Long-Term Care Issues for 1999-2001 (continued)

Enforcement	States		
	1999	2000	2001
Related to Regulations			
Assisted Living, Board & Care, Similar	DC, HI, IL, OH, OR, UT, WA	AL, CO, ID, IL, MI, MT, PR, RI, WA	AL, IL, MD, NM, OH, PR, WA, WV
	HI	DC, MS, MT, OH	NC, OH, VT
MI/MH Related			IL
Changing Regulations	OH		OH
Survey Related			
Lenient/Inadequate Enforcement	DC	DC, MI, MS, UT	MD, OH
Fragmented Responsibilities	GA, WA	MD, WA	GA, ID, MD, ME
Role of Regulators (help vs. oversight)	OR		
Measure Outcome vs Cause	NH	OH	OH
Insufficient Survey Staff	UT, WA	CA, MS	ID
Ineffective Sanctions	CA, ME, NM, OR	CA, MD	PA, WA
Survey Procedures	HI, MI, NM	CA, MD	AL
Deficiency Dispute Procedures	MN		
Complaint Investigation	CA	GA	
Ownership/Accountability Issues (chains, bankruptcies, changes in ownership)	NV, OH, OR, UT	MA, NM, TX	NM, PA
Fraud: Medicaid and Medicare	GA, MI, PA	MS, NY, PA	
Environment			
Cleanliness/Pests		LA	
Building/Equipment	MI, WA	DC, LA, MA, OR, TX	

Summary of Major Long-Term Care Issues for 1999-2001 (continued)

Staffing	1999	States 2000	2001
Job Related			
Insufficient Staff	CA, CO, CT, DC, GA, KY, LA, MA, MD, ME, MI, MN, MO, NC, NH, OH, OR, RI, TN, TX, UT, VT, WA, WV	AZ, CA, CO, CT, DC, FL, GA, KY, LA, MA, MD, ME, MN, MO, MS, NC, NH, NM, NY, OH, OR, RI, TX, UT, VT, WA	CA, CO, DE, GA, IL, LA, MA, MD, ME, MI, MN, MS, NC, NH, NM, OH, TX, UT, VA, VT, WA, WV, WY
Use of Agencies/Pool Personnel	NH	CO, CT, MN, NH	CO, NH
Lack Training	CO, DC, GA, HI, KS, LA, MA, MD, MI, MN, OR, RI, TN, UT, VT, WA, WV	AZ, CA, CO, DC, GA, KS, KY, LA, MA, MD, MN, MS, NC, NH, OR, RI, UT, WA	CA, CO, GA, KS, KY, LA, MA, MD, MN, NH, UT, WA, WV, WY
Need Training on Dementia/Similar	NH, WA	CO, MI, MN, MT, NH, OH, WA	IL, NH
Training not used in Practice	TN		
Low Wages/Benefits	CO, KS, MI, MN, NH, WA	AZ, CO, DC, IL, KS, MD, ME, MN, MS, NH, RI, WA	CO, IL, KS, LA, MD, ME, MN, MS, NH, UT
High Staff Turnover	DC, KS, MI, NC, NH, OR, PA, TN, UT	AZ, CA, CO, DC, IL, KS, MA, MD, NC, NH, NV,	CA, CO, DE, KS, MD, NH, UT, WV
Difficult	CO, KS, MI, NC, NH	CO, KS, NH	KS, NH, UT
Lack of Recognition	MI	CO, NC, NH	IL, MI, WV
No Career Advancement	NH, WA	CA, CO, MN, NH, WA	CA, CO, MN, NH
Lack Supervision	GA, LA, MA, NH, VT	CT, DC, GA, MD, MS, NH, OR	CA, CO, GA
Increased Patient Acuity	KS, NJ, UT	KS, MO, NH, NJ, OR	IL, KS, NJ, OH
Labor pool issues	CO, KS, MD, NC, NH, UT	KS, MD, NC, NV, OH, UT	DE, IL, KS, MD, OH, UT, VT
Allocation of Reimbursement \$ to Staffing	KS, MN, TX	KS, MD, ME, MN, TX, WA	KS, MD, ME, MN, NM, TX
Resistance to Adequate Staffing Ratios	CO, MO, WA	NM, WA	NM, WA, WV

Summary of Major Long-Term Care Issues for 1999-2001 (continued)

Patient Care (see Staffing)			
Food/Nutrition Related			
Eating Assistance	GA, MA, TN	LA, MS	CO
Menu	MI	LA	IL, OR
Malnutrition or Dehydration	DC, GA, MA, TN, VT	ME, MS	CO, OH
Basic Quality Care	DC, LA, MD, TN	CT, DC, ID, LA, MA, MD, MI, NH, WA	CA, CO, ID, IL, LA, MA, MD, MI, MN, MS, NC, NM, UT, WY
Toileting/Incontinence		LA, OH	MS
Symptoms Unattended	MI	OH	IL
Sores	DC	OH	
Response Time	MD, MI	CT, LA, MA, NH, OH	CO, IL, MD, MS
Medications	MI	OR, UT	CO, IL, MD
Accidents	MD, MI	LA, NH, OH	CO, IL, MD
Hygiene	MI, OH, TN	LA, OH	CO, IL, MD
Care Planning	MA, MI, MN, OH	CO, GA, LA, MA, MI, OH	CO, GA, IL, MD, OH
Staff Background Checks/Screening	HI, MD	CT, MD	CO, MD, NC

Summary of Major Long-Term Care Issues for 1999-2001 (continued)

Residents Rights	States		
	1999	2000	2001
General Rights	WA	DC, LA, WA	AR, CA, IL
Culture Change	IL, MI, NC, NH, WA	IL, MI, NC, NH	CA, IL, LA
Confidentiality	WA		
Dignity	MI	LA	CA, CO, IL, OH
Consumer Empowerment			IL, MD
Voting	HI		
Representation		MD	MD, NM
Guardian/Power of Attorney Issues	CO, MO, OR, RI, WV	CO, MD, MO, OH	MD, OH
Neglect/Abuse	CA, MD, NJ, NM	DC, GA, MD, NJ, NV, NY	CA, CO, GA, MA, MD, NC, NJ
Restraints	MN, PA, RI	LA, NH	
Financial Issues			
Personal Needs Allowance	HI, ID, MI, MO	CT, MO	
Lost Property, Theft, Exploitation	CO, HI, KY, MD, MI, OR, RI	LA, MD, RI	IL, MI
Due Process	NC, NH	NC	
Ombudsman Program Operations			
Program Support			
Financial	CA, HI, MD, WA	MD, NE, NY, PR, TN, UT	CA, ID, IL, MD, MI, UT
Insufficient Staffing/Turnover	HI, MD, PA, WA	CA, MD, NE, NH, NY, PA, PR, UT	KY, MD, MI, NC, PR, UT
Workload Issues		ID, UT	CA, NM
Computer System Related			OH
Training Related			IL
Political Issues	NC, PR		CA, GA, IL, OR
Need Legislative Support	HI, IL		CA, MD, NM
Quality measures		NM	NM
Visibility/Role			
General Visibility		NH	MN, PR
Coordination with Licensing	DE	MI, PR	CA
Insufficient Presence in Facilities	HI, MD	ID, MD	MD
Role re Assisted Living		CT, MI	CA, MN
Education of other professionals		GA, IL, MD	GA, MD
Notice of Discharges/Transfers	OR	MI	