New York State of Opportunity. | Office of the State Long Term Care Ombudsman

FFY 2023 Quarter 3 04/01/2023 - 06/30/2023

LTCOP Regional Map can be found at the end of the document

Statewide: Total Complaints by Region															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
161	188	382	503	75	182	341	49	202	280	38	128	426	47	242	3244

Total Complaints by National Ombudsman Reporitng System (NORS) Category Code

Abuse, Gross Neglect, Exploitation (Code A): serious complaints of willful mistreatment of residents by facility staff, resident representative/ family/friend, other residents or an outside individual. Includes physical, sexual, or psychological abuse, financial exploitation, or gross neglect.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
2	2	3	5	4	2	1	4	1	3	0	3	3	3	1	37

Access to Information (Code B): complaints against the facility regarding access to information made by or on behalf of the resident. Includes access to records, language or communication barriers, and willful interference with ombudsman duties.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
9	10	37	27	0	3	3	1	6	2	0	2	2	0	10	112

Admission, Transfer, Discharge, Eviction (Code C): complaints against the facility involving issues regarding Admission, Transfer, Discharge and/or Eviction. Includes appeal process and room issues.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
15	21	36	26	7	7	8	2	7	9	1	7	10	2	25	183

Autonomy, Choice, Rights (Code D): complaints involving facility staff failure to honor and promote a resident's right or preferences. Includes choice of health care, living in less restrictive setting, dignity and respect, privacy, response to complaints, retaliation, visitors, resident or family council participation, or any other rights and preferences.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
21	28	86	129	19	31	35	4	30	81	4	18	54	6	22	568

Financial, Property (Code E): complaints involving facility staff mismanagement of residents' funds and property or billing problems. Includes incorrect billing and charges and loss or mismanagement of personal property.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
6	12	28	17	6	5	19	5	16	16	1	8	18	1	12	170

Care (Code F): complaints involving facility staff failure to provide care including, poor quality care, planning and delivery. Includes accidents and falls, response to requests for assistance, care planning, medications, personal hygiene, access to health-related services, symptoms unattended, incontinence care, assistive devices or equipment, rehabilitation services physical restraints, chemical restraints, and infection control.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
59	59	96	156	21	88	128	19	60	90	19	41	166	18	73	1093

Activities, Community Integration and Social Services (Code G): complaints involving activities, community integration or social services. Includes lack of choice of activities, transportation, conflict resolution between residents, and lack social services.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
6	12	17	28	1	5	10	2	30	14	0	12	6	0	6	149

Dietary (Code H): complaints regarding food service, assistance. Includes choice, quantity and quality of food, assistance with dining or ensuring hydration, and therapeutic or special diets.															
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
12	9	16	21	6	10	27	2	13	12	6	12	40	4	17	207

Environment (Code I): complaints involving the physical environment of the facility, including the resident's space. Includes room or water temperatures, ventilation concerns, building structure, supplies, storage, furnishings, building and grounds accessibility, housekeeping, laundry, and pest abatement.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
16	16	34	45	4	4	38	5	14	19	0	13	42	2	17	269

Facility Policies, Procedures and Practices (Code J): complaints regarding acts of commission or omission by facility leadership/owners including: administrators, resident managers, etc. Includes administrative oversight, fiscal management, and staffing.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
8	11	8	38	0	20	63	2	10	30	5	5	40	1	56	297

Complaints about an Outside Agency (non-facility) (Code K): complaints involving decisions, policies, actions or inactions by the programs and agencies listed below; including private and public benefits. Includes regulatory/licensing agency, Medicaid, Managed care, Medicare, Veteran's Affairs, or private insurance.
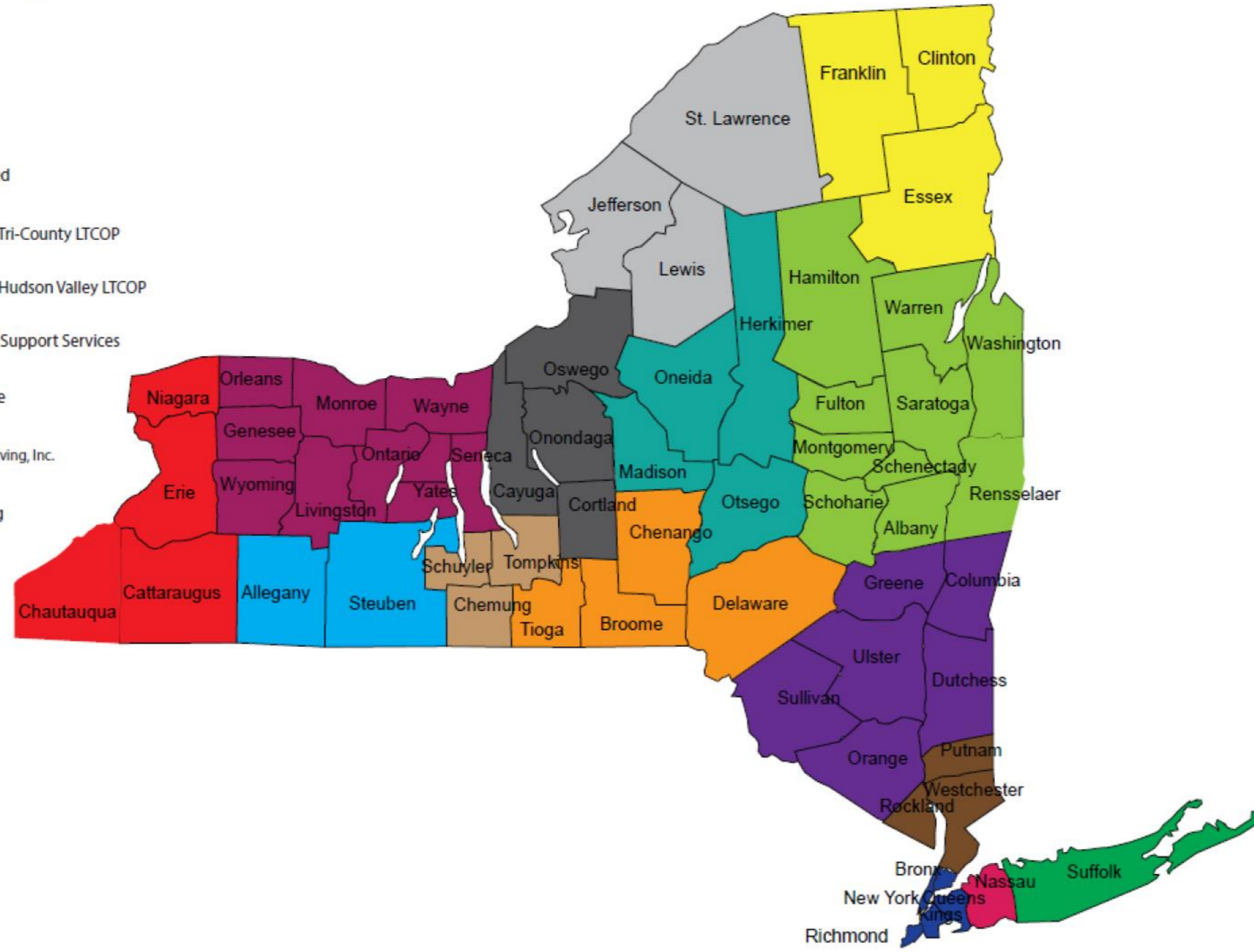
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
0	4	3	5	4	1	1	0	2	2	0	1	9	1	0	33

System: Others (non-facility) (Code L): complaints including resident representative or family conflict which interferes with resident decision making, complaints regarding services from an outside provider, barriers to requests to transition to a community setting.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
7	4	18	6	3	6	8	3	13	2	2	6	36	9	3	126

LTCOP Regions

1 — Family Service League
2 — Family and Children's Association
3 — Center for Independence of the Disabled
4 — Long Term Care Community Coalition : Tri-County LTCOP
5 — Long Term Care Community Coalition : Hudson Valley LTCOP
6 — Catholic Charities Senior and Caregiver Support Services
7 — North Country Center for Independence
8 — Northern Regional Center for Independent Living, Inc.
9 — Resource Center for Independent Living
10 — ARISE Child and Family Services, Inc.
11 — Action for Older Persons
12 — Tompkins County Office for the Aging
13 — Lifespan
14 — AIM Independent Living Center, Inc.
15 — People, Inc.

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Franklin, Clinton, St. Lawrence, Essex, Jefferson, Lewis, Hamilton, Warren, Washington, Herkimer, Oswego, Oneida, Fulton, Saratoga, Niagara, Orleans, Monroe, Wayne, Montgomery, Schenectady, Rensselaer, Genesee, Ontario, Seneca, Onondaga, Madison, Schoharie, Albany, Erie, Wyoming, Yates, Cayuga, Cortland, Otsego, Livingston, Chenango, Greene, Columbia, Cattaraugus, Allegany, Steuben, Schuyler, Tompkins, Chemung, Broome, Delaware, Ulster, Dutchess, Chautauqua, Tioga, Sullivan, Orange, Putnam, Rockland, Westchester, Bronx, Nassau, Suffolk, New York, Queens, Kings, Richmond