

FFY 2025 Quarter 4 07/01/2025 - 09/30/2025

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
243	641	1009	461	165	135	953	122	429	470	130	83	535	94	427	5897

Total Complaints by National Ombudsman Reporting 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	8	0	1	2	2	2	4	1	2	0	0	9	1	8	42

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
16	35	25	29	4	2	12	1	13	8	2	2	8	0	8	165

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
19	21	94	30	23	11	17	5	17	15	8	3	32	2	31	328

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
33	56	136	97	26	21	90	14	92	175	15	19	61	18	42	895

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
8	35	59	31	9	7	58	2	22	11	7	1	33	4	23	310

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
65	245	297	118	43	59	299	40	120	132	37	20	209	16	150	1850

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
17	46	51	31	18	9	47	5	45	14	9	15	15	18	22	362

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
26	55	88	37	10	5	84	18	26	78	17	9	45	10	39	547

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
25	76	144	40	15	7	108	17	34	14	14	4	44	7	53	602

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
13	47	101	35	11	5	220	11	43	19	13	8	38	4	35	603

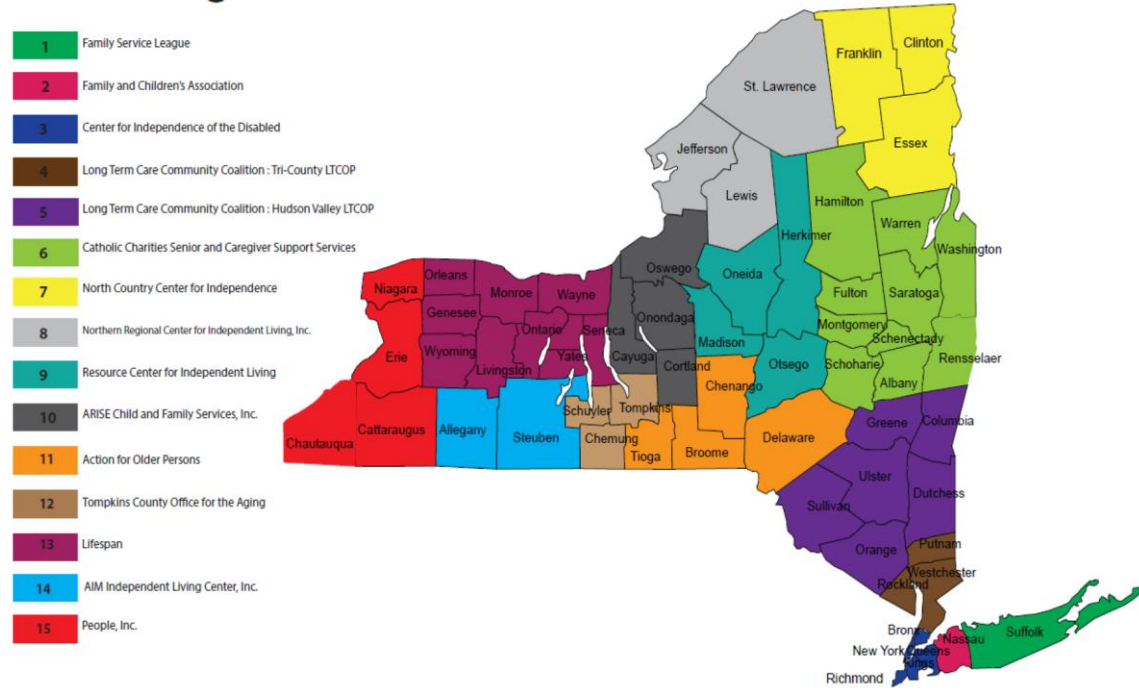
  

Complaints about an Outside Agency (non-facility) (Code K): complaints involving decisions, policies, actions or inactions by the programs and agencies listed below; including private and public benefits. Includes regulatory/licensing agency, Medicaid, Managed care, Medicare, Veteran's Affairs, or private 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
5	7	1	4	0	1	4	1	1	0	3	1	4	1	6	39

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
14	10	13	8	4	6	12	4	15	2	5	1	37	13	10	154

# LTCOP Regions



2/16/21