

2006 - 2007

ANNUAL REPORT

Pennsylvania Long Term Care Ombudsman Program



PENNSYLVANIA
DEPARTMENT OF
AGING

Making a Difference in Long Term Living



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Executive Summary

The purpose of this report is to summarize the activities, interventions and related outcomes of Pennsylvania's Long Term Care Ombudsman program as administered by the Pennsylvania Department of Aging for the period of July 1, 2006 through June 30, 2007.

Pennsylvania's Long Term Care Ombudsman program was implemented in 1980 as a requirement of the federal Older Americans Act. The Pennsylvania Department of Aging (PDA) administers the program statewide through each of the 52 Area Agencies on Aging and provides free and confidential assistance to older consumers who express concerns about their long term living services.

Pennsylvania's Long Term Care Ombudsman program represents a public-private network of dedicated employees and volunteers at the local, regional and state levels. These well-trained, certified ombudsmen visit long term living facilities and advocate for those who cannot do so on their own behalf. Their role is to provide residents with information on their rights as consumers, assist them in exercising those rights, pursue remedies to their problems, and advocate for the strict enforcement of quality standards in the delivery of long term living services.

Ombudsman services are used by older residents of approximately 2,850 long term living facilities with approximately 160,870 beds. The Pennsylvania Long Term Care Ombudsman program also serves older consumers of long term living services in their homes and communities. In addition, the ombudsman program is utilized by families and friends of older consumers of long term living services; staff and providers of long term living services; and legislators and government agencies.

The mission of the ombudsman program is to provide a visible presence and accessibility for consumers of long term living services. With over 3,000 facilities in Pennsylvania and the requirement of at least one quality assurance visit per facility each year, the ombudsman program will continue to strive to maintain its mission. To gain more visibility, discussions have begun with the Area Agencies on Aging to enhance local resources and to explore alternative efforts for community outreach.



Ombudsman Program Highlights for FY 2006-07 *(compared to previous fiscal year)*

- 20.1% decrease in the number of cases opened (1,708 to 1,364)
- 16.6% decrease in complaints received (3,427 to 2,857)
- 58.4% increase in technical assistance to local ombudsmen and volunteers (5,078 to 8,045)
- 5.7% increase in training for facility staff (244 to 258)
- 11.8% increase in consultations to facilities visits (3,563 to 3,985)
- 24.5% increase in work with resident and family councils (556 to 692)
- 43.1% increase in community education (534 to 764)

State Ombudsman Office

The State Long Term Care Ombudsman, two staff members, and four regional ombudsman coordinators support and assist Pennsylvania's local ombudsman programs in partnership with its 52 Area Agencies on Aging statewide.

State Long Term Care Ombudsman

Wilmarie González

Office Staff

Laurie K. Sisak

Division Chief

Vanessa Coleman

Ombudsman

Aging Program Specialist

Contact Us:

Telephone: (717) 783-8975

To get in touch with the ombudsman who serves your area, or to contact an ombudsman directly, please see pages 26 through 31 for the statewide list of local ombudsman programs by county.

Correspondence:

Office of the State LTC Ombudsman
PA Department of Aging
555 Walnut Street, 5th Floor
Harrisburg, PA 17101-1919

Or send a fax to (717)772-3382 and your message will be delivered to your local ombudsman in your county.

Email: aging@state.pa.us

Pennsylvania Regional Ombudsman Coordinators

Northwest and Northcentral PA

Jan Brown

127 Railroad Avenue

P.O. Box 122

Roulette, PA 16746

Telephone: (814)544-7562

Fax: (814)544-7301

Email: jbrowroc@verizon.net

Counties Served: Cameron, Centre, Clarion, Clearfield, Clinton, Crawford, Elk, Erie, Forest, Jefferson, Lycoming, McKean, Mercer, Potter, Snyder, Union, Venango, Warren

Southcentral and Southeast PA

Kim Shetler

806 Country Club Drive

Bloomsburg, PA 17815-7736

Telephone & Fax: (570)784-4420

Email: ksroc@verizon.net

Counties Served: Adams, Berks, Bucks, Chester, Cumberland, Dauphin, Delaware, Lancaster, Lebanon, Montgomery, Perry, Philadelphia, York

Southwest and Southcentral PA

Dorrie Taylor

710 Owl Court

Mechanicsburg, PA 17050

Telephone & Fax: (717)697-4846

Email: dorrietaylor@comcast.net

Counties Served: Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Franklin, Fulton, Greene, Huntingdon, Indiana, Lawrence, Somerset, Washington, Westmoreland

Northeast and Northcentral PA

Carolyn Tenaglia

315 North Centre Street, Suite 201

Pottsville, PA 17901

Telephone (570)628-3931, ext. 3304

Fax: (570)628-9697

Email: ctenaglia@midpenn.org

Counties Served: Bradford, Carbon, Columbia, Juniata, Lackawanna, Lehigh, Luzerne, Mifflin, Monroe, Montour, Northampton, Northumberland, Pike, Schuylkill, Sullivan, Susquehanna, Tioga, Wayne, Wyoming

Legislative History

A. Older Americans Act *(Federal Legislation, 1965)*

Established the Long Term Care Ombudsman program as a focal point for complaints from nursing home facility residents; several amendments have strengthened the program:

- **1978** – Every state mandated to have long term care ombudsman (LTCO) for nursing homes to:
 - Investigate and resolve complaints on behalf of nursing home residents.
 - Monitor the development and implementation of federal, state and local long term living laws and policies.
 - Provide information to public agencies on issues and problems for older residents of long term living facilities.
 - Provide training, development and recruitment of volunteers for the Ombudsman program.
- **1982** – Expanded to include Board and Care (Personal Care and Domiciliary Care homes).
- **1987** – Created the Office of the State Long Term Care Ombudsmen and enveloped all regional programs by:
 - Expanded the complaint definition.
 - Mandated availability of legal counsel for advice, consultation and representation.
 - Mandated training for staff and representatives of the Ombudsman office.
 - Mandated states to provide immunity to ombudsmen for the good faith performance of their duties.
 - Mandated states to make it unlawful to interfere with an ombudsman or to retaliate against a resident or complainant, providing appropriate sanctions for their due protection.
- **1992** – Residents must have regular and timely access to an ombudsman and the responsibility when complaint involved a guardian not acting in the resident's best interest.
- **2000** – Increased funding and required coordination with local law enforcement.

B. Public law 1244 *(State Legislation, 1989 PDA Reauthorization)*

This law connected the ombudsman program to individuals rather than buildings; thereby expanding the ombudsman's investigative and advocacy roles to non-institutional settings.

C. Nursing Home Reform Law *(OBRA 1987, Federal Legislation)*

This law provided new tools and statutory support for the ombudsmen in their daily advocacy work.

- Required facilities to provide all residents the name, address and telephone number of the local ombudsman as part of the notice of appeal rights when a home transferred or discharged a resident.
- Provided to ombudsman program and its representatives immediate and unlimited access to residents and to their records as allowed by the resident.
- Required states to notify the ombudsman program of any findings of non-compliance with any requirement of the law.
- Required state surveyors, through federal survey procedures, to confer with ombudsmen on any complaints lodged against the facility in conjunction with their survey preparation, and to invite ombudsmen as observers at on-site exit conferences.

Purpose and Organization

The Pennsylvania Long Term Care Ombudsman program responds to complaints from older consumers of any long term living service, which may include a certified or licensed facility, a community setting, or in a private home. Located within the Pennsylvania Department of Aging, the Pennsylvania Long Term Care Ombudsman program reports to the Director of the Office of Community Services and Advocacy.



The Long Term Care Ombudsman program was established as a requirement of the Older Americans Act and is required to carry out the following activities:

- Investigate and resolve long term living resident and consumer complaints.
- Monitor the development and implement actions for federal, state and local long term living laws and policies.
- Provide information to public agencies on issues and concerns of older residents in long term living facilities.
- Provide volunteer training, development, and recruitment for the ombudsman program.
- Maintain a statewide reporting system for complaints in long term living facilities.
- Protect the confidentiality of residents' records, complainants' identities and ombudsman files.

While the program's sole purpose is to advocate, support, educate, and empower consumers, the Pennsylvania Long Term Care Ombudsman program assumes a unique advocacy role that is unlike any other service in long term living. In Pennsylvania, the ombudsman program is committed to advocating on behalf of older consumers living in our great Commonwealth.

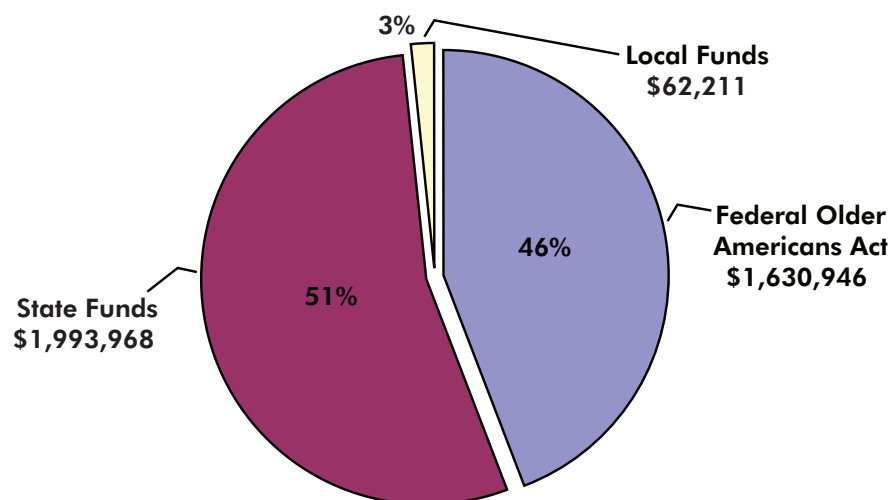
Our vision - "Pennsylvania Ombudsmen are federally mandated, legally-based and state certified via standardized training to actively advocate and give voice to older consumers of long term care services, whether delivered in the community or a facility-based setting. Pennsylvania Ombudsmen champion the right of these consumers to achieve the highest quality of life and care wherever they reside. Pennsylvania Ombudsmen may be staff, volunteers, or PEER residents; all are united through an impassioned commitment to listen, educate, investigate, mediate, and empower through a visible presence."

Our mission is to "advocate for those who can't, support those who can, and ensure all long term care consumers live with dignity and respect."

What is an Ombudsman?

- **Ombudsman** is a Swedish term that means "citizen representative."
- **A state certified and trained individual** who helps residents of long term living facilities if they have a complaint or a problem.
- **An advocate** for high standards of quality of care who promotes strict enforcement of those standards.
- **A source** to provide information about long term living consumer rights and assistance in exercising those rights.
- **A promoter** of the highest quality of life for care-dependent Pennsylvanians, 60 years of age or older.
- **A consumer representative** who works within the legislative and rule-making process to improve long term living services throughout the commonwealth.
- **A person** who assists long term living consumers in pursuing remedies to their problems and is impartial and resident-driven.

FY 2006-07 Ombudsman Program Funding Levels



State Long Term Care Ombudsman's Office Activities

Program Monitoring

The Office of the State Ombudsman performs regular on-site visits, interviews and case record reviews that are used to measure the local program's compliance with federal and state requirements. State findings help to enhance administrative and performance standards, identify necessary program changes, and target the delivery of technical assistance.

Monitoring visits were temporarily suspended during the fiscal year and allowed us to review and revise the monitoring process.

Technical Assistance

Support is provided to local ombudsmen as they work to resolve complaints or problems on behalf of long term living consumers. The State Office responded to 410 requests for technical assistance, 25 requests for consultations from long term care providers, and over 700 consumer requests for information.

Training Modules

The State Office provides year-round training for staff and volunteer ombudsmen, and includes Pennsylvania's Empowered Expert Residents (PEER).

Tier I Training:

A one-day session that provides an overview of the ombudsman program, its philosophy, the client population, Pennsylvania's long term living system, and the role of staff and volunteer ombudsmen. A total of 19 training sessions were conducted.

Tier II Training:

A 3-day session that provides an in-depth exploration of the long term living system in Pennsylvania, clients of the ombudsman program, requirements for

ombudsmen, components of the complaint process, investigation skills, client-directed philosophy, documentation skills and reporting requirements. A total of two training sessions were conducted. Pennsylvania ombudsmen must complete this training prior to participating in complaint investigations and resolution activities.

Pennsylvania's Empowered Expert Residents (PEER) Train-the-Trainer

To encourage the growth of this program, a 2-day PEER Train-the-Trainer session is offered to certified local ombudsmen to provide PEER training to consumers in long term care facilities to ensure consistency and quality of the program. Fifteen staff and one volunteer ombudsmen completed this session. This number includes ombudsmen representing the ombudsman programs in Texas and Maryland states.

OmbudsManager

To improve consistency in data entry and provide hands-on technical assistance for new ombudsmen, one 2-day training session was offered. Nineteen ombudsmen completed the entry-level and management sessions. This training is essential for our program as we are responsible for preparing reports to meet federal and state reporting requirements. The State Office uses OmbudsManager software to record all client and case data, as well as reflect ombudsman activities at the local level. Federal reporting data is electronically submitted using the National Ombudsman Reporting System (NORS) Reporter software. OmbudsManager and NORS Reporter meet all required confidentiality standards as well as state and federal reporting requirements.

State Long Term Care Ombudsman's Office Activities

continued

National Ombudsman Reporting System (NORS) Training

To improve uniformity and consistency in complaint verification and coding, the State Office conducted mandatory training at regional network meetings to inform local ombudsmen of changes in the NORS reporting form, instructions and coding of complaints. One hundred forty-three staff and one volunteer ombudsmen completed the training.

Annual Enrichment Conference:

This statewide conference provides an opportunity for local staff and volunteer ombudsmen to network, get the latest program updates, hear new laws and regulations impacting long term living services and programs, and listen to expert speakers on aging issues. In May 2007, the enrichment conference was held in Camp Hill, Pennsylvania, which hosted 112 staff, 91 volunteer ombudsmen, and 93 PEERs for a total of 296 participants.

Bankruptcy Actions

The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 went into effect on October 17, 2005. One of the provisions of this new law is for the appointment of a patient advocate when a health care business files for bankruptcy. If the health care business provides long term care services, the State Long Term Care Ombudsman may be appointed by the U.S. Trustee's Office as the "patient care ombudsman." The role of the patient care ombudsman is to monitor the quality of patient care and represent the interests of the patients. In Pennsylvania, there were two facilities under bankruptcy proceedings during the fiscal year. The local ombudsman program provided assistance by increasing visible presence and reporting any issues for resolution.

Issues Advocacy

Each year the Office of the State Long Term Care Ombudsman participates in meetings and conferences, conducts program presentations to address common concerns of long term living consumers, and advocates at a systems level for improvement and resolution. Our activities included:

- The PA Health Care Association and the Disabilities Rights Network of PA (Consumer Advisory Committees)
- PA Coalition for Culture Change
- Office of the Attorney General's Legal and Medical Advisory Board
- Quality Insights of Pennsylvania's Nursing Home Advisory Group
- Other committee and taskforce meetings dealing with issues that impact consumers of long term living services
- The Intra-Governmental Council on Long Term Living
- The PA Council on Aging



Local Ombudsman Program Activities



In addition to working on complaints, local ombudsmen act as a resource on long term living issues, monitor legislative regulations and policies, and serve as advocates for consumers impacted by long term living issues. Listed below are the activities performed by both staff and volunteer ombudsmen in the previous year:

- Arranged 396 training sessions totaling 1,516 hours for 1,088 ombudsman staff and volunteers.
- Provided 258 training sessions for staff and providers of long term living facilities. Most frequent topics were PEER, resident rights, and elder abuse.
- Provided 3,825 consultations to staff and providers of long term living facilities. The largest number of consultations concerned ombudsman services, accessing long term living services and resident rights.
- Responded to 11,385 requests for information and consultations from consumers. Most frequent areas of requests were: accessing long term living services, the complaint process, and ombudsman services.
- Conducted 2,463 visits to long term living facilities that were not related to complaint investigations.
- Participated in 961 surveys of nursing facilities.
- Attended 656 resident and 36 family council meetings.
- Provided 761 educational sessions to groups in the community.
- Participated in 11 media interviews and prepared 44 press releases.
- Completed 156 program activities related to monitoring laws and regulations, government policies and actions.
- Performed 474 program activities related to facility closures and resident relocation.
- Pennsylvania's 52 Area Agencies on Aging are geographically distributed among five regions. On a quarterly basis, each region hosts a one-day meeting to provide training and networking support for both paid and volunteer ombudsmen. Staff of the Office of the State Long Term Care Ombudsman attend these meetings.

Volunteer Ombudsman Activities



Carole Wingard, Volunteer Ombudsman
(Schuylkill County)

Volunteer ombudsmen are trained members of the community who work through their local Area Agency on Aging or ombudsman subcontractor. Once they complete training, volunteers are certified as ombudsmen with all the authority and responsibility granted under the long term care ombudsman program. Their goal is to advocate for and inform consumers who live in long term living facilities on a person-to-person basis. These community volunteers significantly expand the outreach and accessibility of the ombudsman program. During this fiscal year, volunteers responded to consumers in over 3,000 long term living facilities in their respective communities.

This year...

- 130 volunteers completed Tier I Training.
- 9 volunteers were trained to investigate complaints.

Volunteer Ombudsman Spotlight

Carole Wingard has been a volunteer with the Ombudsman program since 2001. She is Tier I and Tier II trained, and is a certified trainer under PEER Train-the-Trainer. Carole is a former nursing home administrator, making her quite familiar with regulations, along with being a strong advocate for resident rights. Carole is assigned to cover Broad Mountain Nursing and Rehabilitation Center in Tremont. You will not find anyone more dedicated to the consumers in Schuylkill County. Carole's the type of volunteer who will make as many trips to the facility as needed in order to meet every single newly-admitted

resident. She assists at quarterly PEER meetings and has attended resident council meetings and state survey exit conferences. Carole was recognized at the Schuylkill County Annual Appreciation dinner sponsored by Senior Corp R.S.V.P. where she was awarded the "Gold" 2007 President's Volunteer Service Award for 500+ hours of service. The President's Council on Service and Civic Participation created the award as a way to thank and honor Americans who, by their demonstrated commitment and example, inspire others to engage in volunteer services.



Willis Zimmerman, Rest Haven
(Schuylkill County)

A Special Group of Volunteers Pennsylvania's Empowered Expert Residents (PEER) Program

The first of its kind in the nation, the PEER project implemented in 2002, trains residents to be advocates within facilities, and work with staff and residents to enhance quality of care and quality of life for their "peers." Self-resolution and consumer empowerment are themes consistently emphasized in training developed under the Office of the State Long Term Care Ombudsman. The PEER program offers an additional mechanism to equip residents with the knowledge to enable them to be part of the solution. In Pennsylvania, we believe the PEERs are the residents with the solutions. The PEER program encompassed 295 volunteers covering 17 counties. Our goal is to continue to expand the program.

PEER Award Winner

Willis Zimmerman, a PEER graduate, accepted the 6th Annual PEER Award on May 9, 2007. The PEER luncheon was held in the midst of the Ombudsman Enrichment Conference at the Radisson Penn-Harris Hotel and Convention Center in Camp Hill. A record number of 350 participants were in attendance. State Long Term Care Ombudsman Wilmarie González presented Zimmerman with the award. There were numerous nominations where each PEER had the opportunity to vote for their nominee. Zimmerman came to Rest Haven in June

1990 after a car accident that almost cost him his life. Through the course of his rehabilitation, he suffered a stroke that affected his movement and his speech, but he never gave up. Zimmerman, with determination, overcame his disability to become Chairman of the Resident Council and the first PEER graduate at this facility. Willis Zimmerman continues to make a difference in the lives of everyone at Rest Haven with his care and concern, as well as his big smile and bowtie!

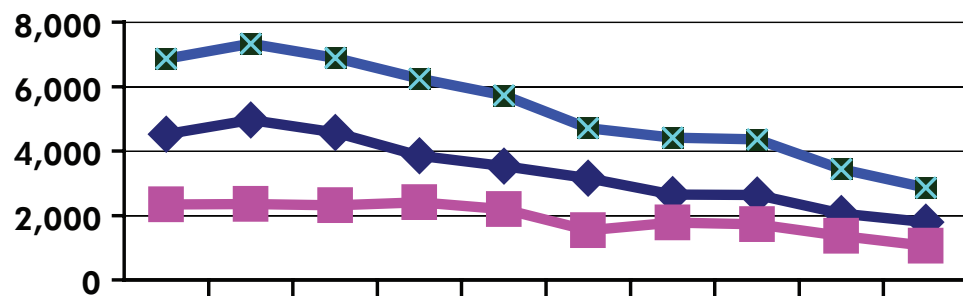
Complaint Investigation



Ombudsmen investigate and work to resolve complaints made by or on behalf of older individuals who are consumers of long term living services, whether facility or community based. These complaints normally are related to actions or decisions, which may adversely affect the health, safety, welfare or rights of older consumers.

- Ombudsmen received a total of 2,857 complaints in FY 2006-07.
- Increased ombudsman training, facility visibility, and consumer education has resulted in a:
 - 60.3% decrease in nursing facility complaints, and,
 - 54.4% decrease in personal care/other setting complaints from FY 1998-99 to 2006-07.

Number of Complaints by Facility Type in FY 2006-07

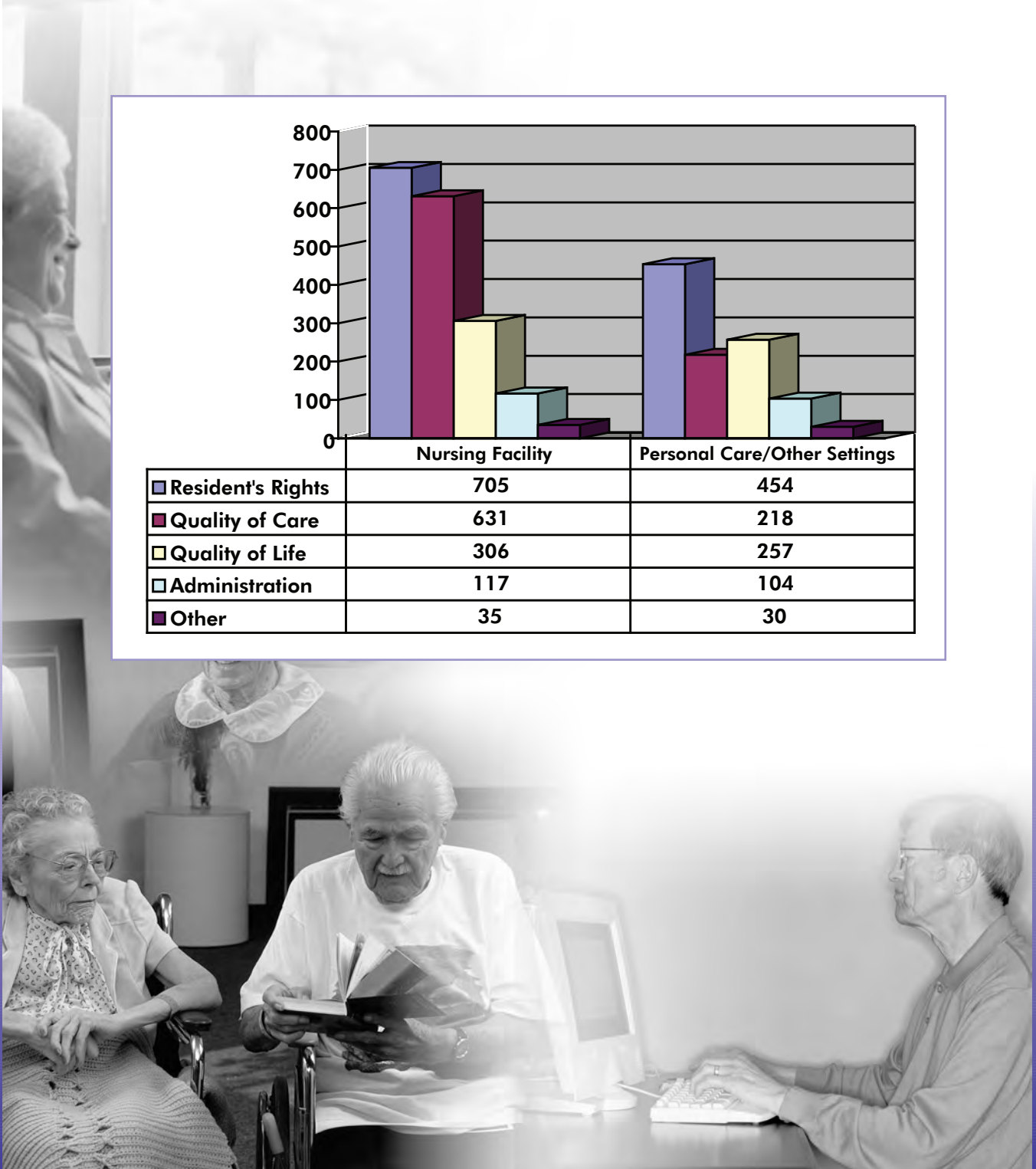
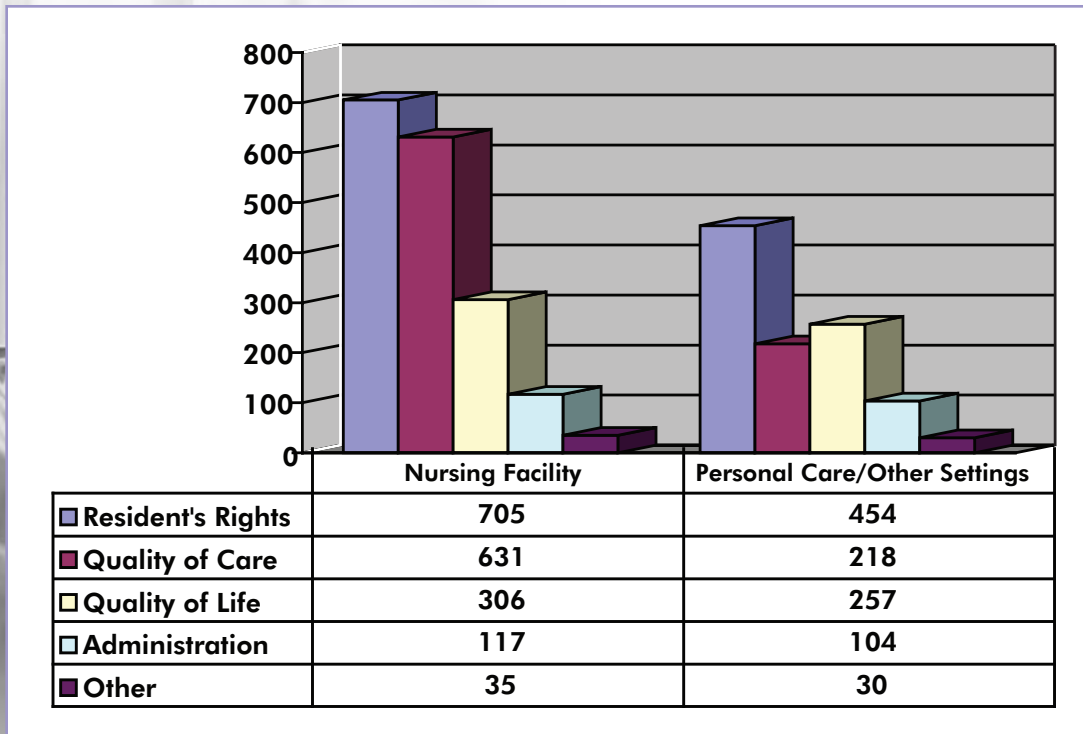


	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
◆ Nursing Facility	4,520	4,966	4,572	3,850	3,531	3,160	2,647	2,631	2,065	1,794
■ Personal Care/Other Settings*	2,337	2,361	2,316	2,402	2,192	1,545	1,774	1,727	1,371	1,063
⊠ Total	6,857	7,327	6,888	6,252	5,723	4,705	4,421	4,358	3,436	2,857

* other settings include: adult daily living centers, continuing care retirement communities, home care services, hospitals, hospice settings, public and congregate housing units, and shelters.

What Kind of Complaints Do Ombudsmen Receive?

When a complaint is received, it is coded using one of the required federal codes that are classified into five major categories. Ombudsmen received 2,857 complaints in FY 2006-07.



Making a Difference One Consumer at a Time

Because of mental or physical disability or simply advanced age, residents of long term care facilities are among Pennsylvania's most vulnerable citizens. Fortunately, knowledgeable and committed ombudsmen are available to visit the long term care facilities regularly and respond to residents' problems, ranging from family or caregiver relationships and health concerns to repairing a wheelchair or expediting a disability payment.

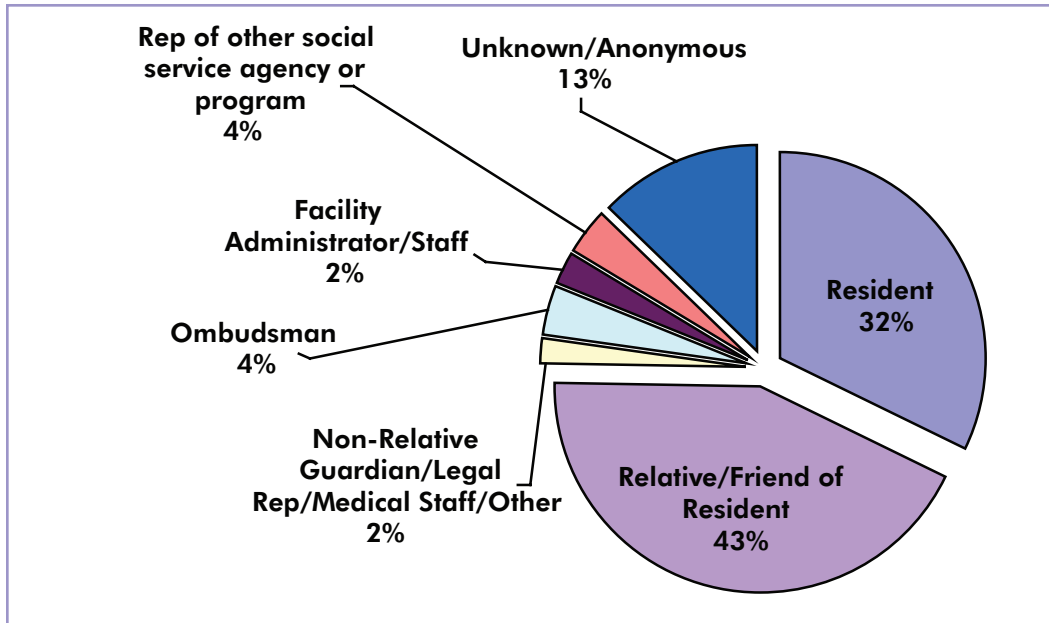
Jim S and his wife, Mary, are just one example of how Pennsylvania ombudsmen "make a difference one consumer at a time." On the same day that Mary was diagnosed with breast cancer, Jim suffered a massive stroke which forced them both to be hospitalized. Jim was sent to a nursing center for six months, and then transferred to a rehabilitation center for two weeks of more intensive therapy. That stretched out to six weeks, and when he was ready to return to the nursing center, the manager said he was at the end of a long waiting list. Placed instead in a facility 20 miles away where his family could visit only rarely, he became depressed and his condition deteriorated. This prompted Mary to call Ombudsman Paul Naiditch, who found that the center was obligated to hold the bed for Jim – he had been temporarily transferred, not discharged – and within two days he was back at the center. With support from the therapists at the center and encouragement from his family, Jim is now at home and progressing well. "We are ever so grateful to Paul," Mary says. "We could never have managed it all without him. He truly cared about us."



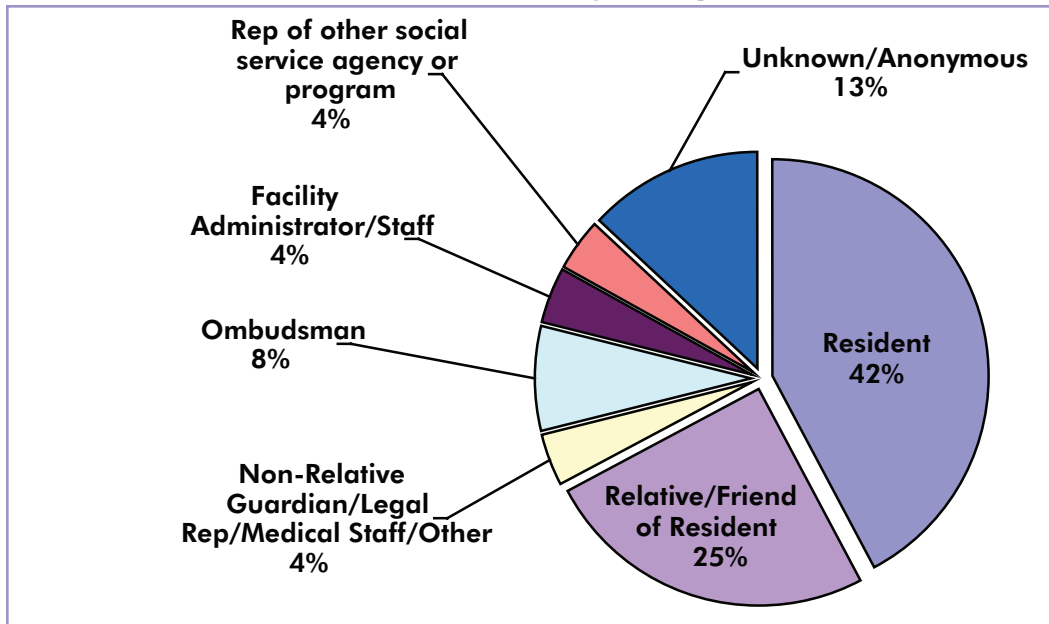
Who Makes Complaints?

Anyone with a concern may make a complaint on behalf of a consumer of long term living services. During FY 2006-07, 75% of nursing facilities and 67% of personal care/assisted living/other setting* complaints were received from residents, family or friends of residents.

Source of Nursing Facility Complaints FY 2006-07



Source of Personal Care/Other Settings Complaints FY 2006-07



* other settings include: adult daily living centers, continuing care retirement communities, home care services, hospitals, hospice settings, public and congregate housing units, and shelters.

Most Frequent Types of Complaints

The ten most frequent types of complaints reported in long term living facilities in FY 2006-07 are listed in the following tables.

Nursing Facilities

Type of Complaint	Number of Complaints	% of All Nursing Facility Complaints
<i>Dignity, respect – staff attitudes</i>	121	6.7%
<i>Discharge/eviction – planning, notice, procedure</i>	117	6.5%
<i>Failure to respond to requests for assistance</i>	88	4.9%
<i>Personal Hygiene (includes oral hygiene)</i>	79	4.4%
<i>Exercise choice and/or civil rights (includes right to smoke)</i>	73	4.1%
<i>Medications – administration, organization</i>	67	3.7%
<i>Assistive devices or equipment</i>	60	3.3%
<i>Personal property lost, stolen, used by others, destroyed</i>	53	2.9%
<i>Toileting, incontinent care</i>	51	2.8%
<i>Billing/charges - notice, approval, questionable, accounting errors or denials</i>	46	2.6%

Most Frequent Types of Complaints

continued



Personal Care/Other Settings*

Type of Complaint	Number of Complaints	% of All Personal Care/Other Settings* Complaints
<i>Medications – administration, organization</i>	64	6.0%
<i>Dignity, respect - staff attitudes</i>	63	5.9%
<i>Food Service - quantity, quality, variation, choice, condiments, utensils</i>	61	5.7%
<i>Personal Funds - mismanaged, access denied, deposits and other money not returned</i>	59	5.5%
<i>Discharge/eviction – planning, notice, procedure</i>	57	5.4%
<i>Exercise choice and/or civil rights (includes right to smoke)</i>	44	4.1%
<i>Billing/charges – notice, approval, questionable, accounting errors or denials</i>	38	3.6%
<i>Equipment/building - disrepair, hazard, poor lighting, fire safety, not secure</i>	37	3.5%
<i>Personal property lost, stolen, used by others</i>	36	3.4%
<i>Personal Hygiene (includes oral hygiene)</i>	34	3.2%

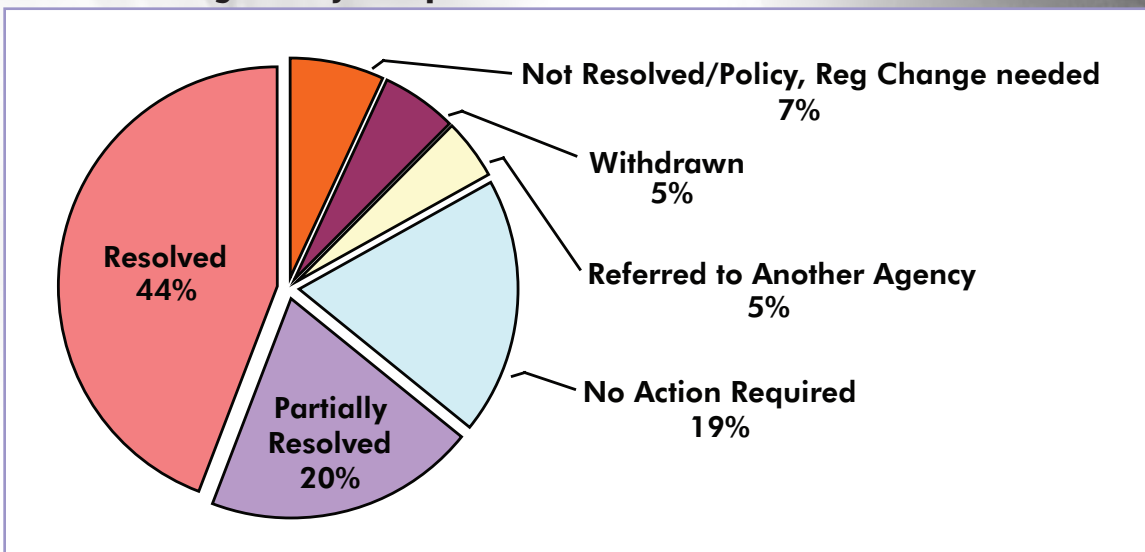
* other settings include: adult daily living centers, continuing care retirement communities, home care services, hospitals, hospice settings, public and congregate housing units, and shelters.

Complaint Resolution

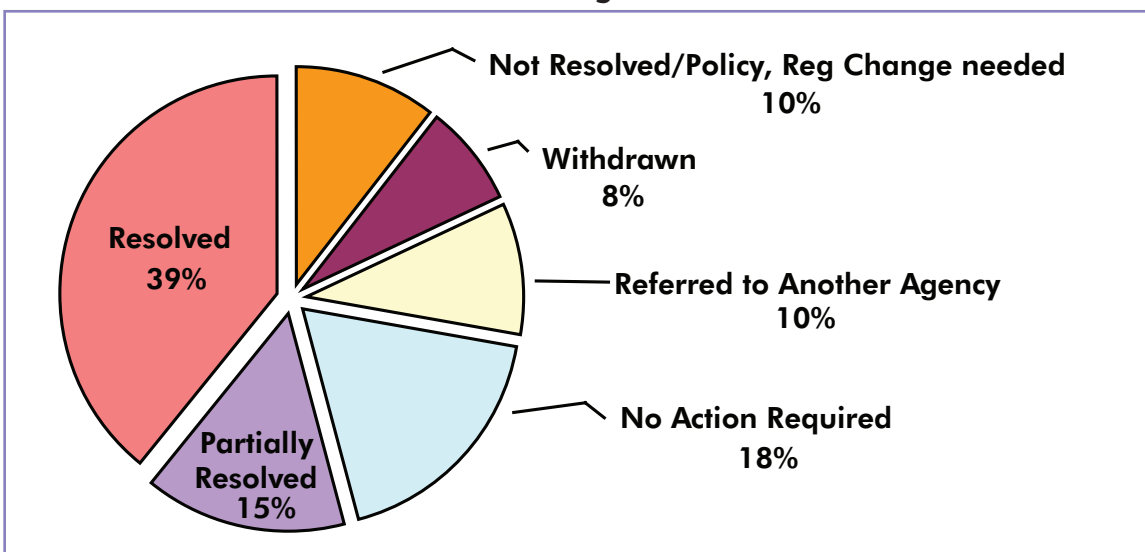
- **Percentage of Average Total Complaints Resolved* in FY 2006-07 totaled 60%.** (**Federal definition of "resolved" complaint: the complaint was addressed to the satisfaction of the resident or complainant. Resolution rate includes: resolved and partially resolved complaints*)
- Sometimes the complaint resolution process requires that ombudsmen refer to other agencies that regulate facilities or take other action to further assist residents. In FY 2006-07, 187 complaints were referred to other agencies (*83 nursing facilities and 104 personal care/other settings*).

Disposition of Complaints

64% Nursing Facility Complaints Resolved in 2006-07



55% Personal Care/Other Care Setting Resolved in 2006-07



* other settings include: adult daily living centers, continuing care retirement communities, home care services, hospitals, hospice settings, public and congregate housing units, and shelters.

Complaint Totals

Fiscal Year 2006-2007

Nursing Facilities by County

During this report period, ombudsmen received a total of 1,794 complaints against nursing facilities and investigated a total of 843 cases averaging 2.1 complaints per case.

Area Agency on Aging (AAA)	Complaints				Total Complaints
	Verified		Not Verified		
	Number	Percent	Number	Percent	
Adams	10	100	0	0	10
Allegheny	262	68	126	32	388
Armstrong	0	0	1	100	1
Beaver	23	37	39	63	62
Berks	52	80	13	20	65
Blair	7	100	0	0	7
Bradford/Susquehanna/Sullivan/Tioga	61	53	53	46	114
Bucks	6	86	1	14	7
Butler	4	58	3	42	7
Cambria	24	57	18	43	42
Cameron/Elk/McKean	0	0	0	0	0
Carbon	0	0	0	0	0
Centre	0	0	0	0	0
Chester	21	40	32	60	53
Clarion	1	33	2	67	3
Clearfield	2	67	1	33	3
Columbia/Montour	0	0	0	0	0
Crawford	1	100	0	0	1
Cumberland	8	100	0	0	8
Dauphin	7	70	3	30	10
Delaware	28	54	24	46	52
Erie	45	86	7	14	52
Franklin	8	100	0	0	8
Huntingdon/Bedford/Fulton	7	88	1	12	8
Indiana	0	0	0	0	0
Jefferson	0	0	0	0	0
Lackawanna	16	57	12	42	28

Complaint Totals

Fiscal Year 2006-2007

Nursing Facilities by County *continued*

Area Agency on Aging (AAA)	Complaints				Total Complaints
	Verified		Not Verified		
	Number	Percent	Number	Percent	
Lancaster	26	26	72	74	98
Lawrence	4	57	3	43	7
Lebanon	6	54	5	46	11
Lehigh	63	89	8	11	71
Luzerne/Wyoming	13	93	1	7	14
Lycoming/Clinton	2	67	1	33	3
Mercer	1	50	1	50	2
Mifflin/Juniata	7	87	1	13	8
Monroe	18	86	3	14	21
Montgomery	51	81	12	19	63
Northampton	0	0	0	0	0
Northumberland	2	33	4	67	6
Perry	14	74	5	26	19
Philadelphia	258	65	140	35	398
Pike	1	50	1	50	2
Potter	0	0	0	0	0
Schuylkill	8	100	0	0	8
Somerset	0	0	0	0	0
Union/Snyder	1	50	1	50	2
Venango	1	25	3	75	4
Warren/Forest	1	20	4	80	5
Washington/Fayette/Greene	59	56	47	44	106
Wayne	3	75	1	25	4
Westmoreland	5	100	0	0	5
York	5	63	3	37	8
TOTALS	1,142	64	652	36	1,794

Complaint Totals

Fiscal Year 2006-2007

Personal Care Homes/Other Settings By County

During this report period, ombudsmen received a total of 1,063 complaints and investigated a total of 517 cases averaging 2.1 complaints per case.

Area Agency on Aging (AAA)	Complaints				Total Complaints
	Verified		Not Verified		
	Number	Percent	Number	Percent	
Adams	7	64	4	36	11
Allegheny	180	60	118	40	298
Armstrong	2	50	2	50	4
Beaver	18	40	27	60	45
Berks	39	72	15	28	54
Blair	6	100	0	0	6
Bradford/Susquehanna/Sullivan/Tioga	23	53	20	47	43
Bucks	3	100	0	0	3
Butler	9	82	2	18	11
Cambria	32	54	27	46	59
Cameron/Elk/McKean	0	0	0	0	0
Carbon	8	100	0	0	8
Centre	0	0	0	0	0
Chester	9	60	6	40	15
Clarion	1	100	0	0	1
Clearfield	11	100	0	0	11
Columbia/Montour	0	0	2	100	2
Crawford	0	0	0	0	0
Cumberland	1	17	5	83	6
Dauphin	0	0	0	0	0
Delaware	5	50	5	50	10
Erie	4	80	1	20	5
Franklin	12	100	0	0	12
Huntingdon/Bedford/Fulton	17	94	1	6	18
Indiana	0	0	0	0	0
Jefferson	5	100	0	0	5
Lackawanna	29	71	12	29	41

Complaint Totals

Fiscal Year 2006-2007

Personal Care Homes/Other Settings By County *continued*

Area Agency on Aging (AAA)	Complaints				Total Complaints
	Verified		Not Verified		
	Number	Percent	Number	Percent	
Lancaster	13	33	26	67	39
Lawrence	3	100	0	0	3
Lebanon	7	58	5	42	12
Lehigh	28	88	4	12	32
Luzerne/Wyoming	5	100	0	0	5
Lycoming/Clinton	2	50	2	50	4
Mercer	0	0	0	0	0
Mifflin/Juniata	0	0	0	0	0
Monroe	7	64	4	36	11
Montgomery	7	64	4	36	11
Northampton	0	0	0	0	0
Northumberland	7	44	9	56	16
Perry	0	0	0	0	0
Philadelphia	124	69	57	31	181
Pike	0	0	0	0	0
Potter	1	50	1	50	2
Schuylkill	0	0	0	0	0
Somerset	0	0	0	0	0
Union/Snyder	5	71	2	29	7
Venango	0	0	0	0	0
Warren/Forest	2	100	0	0	2
Washington/Fayette/Greene	35	51	34	49	69
Wayne	0	0	0	0	0
Westmoreland	0	0	0	0	0
York	1	100	0	0	1
TOTALS	668	37	395	63	1,063



Appendices

Standards and Responsibilities of the Long Term Care Ombudsman

I. Reporting

- Any person who has a complaint or question about long term living services on behalf of an older person can contact their local long term care ombudsman or the Office of the State Long Term Care Ombudsman.
- Complainants are encouraged to attempt self-resolution. The ombudsman provides information and assistance for consumers to pursue remedies for their problems.
- If the ombudsman finds that the older person may be in jeopardy and may benefit from intervention based on the information presented, the ombudsman may proceed as the complainant.

II. Investigations

- All complaints are investigated or referred to other agencies, as appropriate.
- Ombudsmen must obtain consent from the consumer, or the consumer's legal representative, before proceeding with an investigation.
- Only individuals who have completed the required ombudsman Tier II training, and are designated as representatives of the Pennsylvania State Long Term Care Ombudsman program can conduct investigations.
- A complaint is verified when it has been determined that the complainant has a valid concern and that some resolution to the complaint is needed.
- In instances where a complaint alleges abuse, neglect, exploitation or abandonment, it is referred to the local Adult Protective Services Unit for investigation.

III. Access To Facilities, Residents And Records

- The ombudsman may enter a facility at any time as necessary to advocate on behalf of a resident. Every ombudsman is certified, and has a state-issued badge.
- The ombudsman's authority to access facilities and residents is provided in federal law, and in regulations issued by the state's licensing and certification agencies of long term living facilities.
- For individuals residing in private homes where access is not specifically provided for in the law and access is denied, such denial may be considered a potential for imminent danger and may be referred to the Adult Protective Services Unit for investigation.

IV. Confidentiality

- Information and records acquired by an ombudsman are kept confidential per federal and state laws.
- The identity of the older person and the complainant is not disclosed by the ombudsman without their consent or by court order.
- Complainants may choose to remain anonymous.
- Individuals filing a complaint with, or providing information to, the ombudsman are protected from retaliation and reprisals.
- Ombudsman files are kept locked and separated from other agency files.

V. Resolution

- Once a complaint has been verified, the ombudsman, with the resident's consent, works with all parties, such as facility staff, family members and regulatory agencies in seeking a resolution.
- Complaints are considered to be resolved when the circumstances have been remedied to the satisfaction of the older consumer.
- Not all complaints are resolved to the satisfaction of all parties.

VI. Enforcement

Ombudsmen do not have direct authority to require action by a facility or other providers of long term living services. Ombudsmen work with licensing agencies for effective enforcement.

Responsibilities of the State Long Term Care Ombudsman

The Office of the State Long Term Care Ombudsman coordinates the efforts and functions of local ombudsmen with the Area Agencies on Aging to ensure an effective complaint process. The State Long Term Ombudsman is constantly examining procedures, reporting methods and providing educational materials to enhance existing program efforts. Specifically, the State Long Term Care Ombudsman:

- Designs, implements and manages a statewide uniform reporting and investigation system for complaints made by or on behalf of older consumers of long term living services.
- Establishes policies and procedures for implementation of the ombudsman program and to ensure compliance with all federal and state requirements.
- Analyzes and monitors federal and state legislation that impacts consumers of long term living services.
- Provides training to representatives who deliver local ombudsman services to include volunteers and residents who attend the PEER program.
- Provides technical assistance and information to local ombudsmen and consumers.
- Monitors local program implementation to ensure compliance with standards and enhance program performance.
- Addresses concerns common to older consumers of long term living services by advocating at a systems level.
- Works within the legislative rule-making process to improve long term living.



Responsibilities of the Area Agencies on Aging

The Area Agencies on Aging (AAAs) are the local providers of ombudsman services. Each AAA may choose to provide ombudsman services either directly, by using its own staff and volunteers, or by purchasing the services through a sub-contractor. Regardless of the method chosen, the AAA is given the following responsibilities:

- Designate a local ombudsman and establish a system for investigating and resolving complaints at the local level.
- Collect and maintain adequate complaint and case data to enable compliance with reporting requirements.
- Inform older long term living consumers of the ombudsman program and how to access it.
- Assure that only staff and volunteers who have completed Ombudsman Tier II training investigate complaints.
- Ensure that legal representation is provided to an approved local ombudsman, when necessary, in connection with the good faith performance of such local ombudsman's official duties.
- Ensure that confidentiality is provided for all information and records acquired by the ombudsman program.
- Ensure that neither the ombudsman nor the Area Agency on Aging's staff is subject to a conflict of interest.
- Ensure that a minimum of one quality assurance visit is conducted annually to each licensed or certified long term living facility located in the local AAA's planning and service area.



Local Ombudsman Programs by County

Adams**Adams County Office for Aging, Inc.**

318 West Middle Street
Gettysburg, PA 17325
(717) 334-9296

www.acofa.org

**Allegheny****Allegheny County AAA**

441 Smithfield Street, 2nd Floor
Pittsburgh, PA 15222-2219
(412) 350-4234

www.alleghenycounty.us/dhs/olderadults.aspx

**Armstrong****Armstrong County AAA**

326 South Water Street
Kittanning, PA 16201
(724) 548-3290 / 1 (800) 368-1066

www.co.armstrong.pa.us

**Beaver****Beaver County Office on Aging**

1020 8th Avenue
Beaver Falls, PA 15010
(724) 847-2262 / (724) 266-7701

www.bcoa.us

**Berks****Berks County Office of Aging**

633 Court Street
County Services Center, 8th Floor
Reading, PA 19601-4303
(610) 478-6500

www.berksaging.org

Blair**Blair Senior Services, Inc.**

1320 12th Avenue
Altoona, PA 16601-3308
(814) 946-1235 / 1 (800) 245-3282

www.blairsenior.org

**Bradford/Sullivan/Susquehanna/Tioga****AAA for the Counties of
Bradford/Sullivan/Susquehanna/
Tioga Counties**

220 Main Street
Unit 2
Towanda, PA 18848-1822

(570) 265-6121

www.aaseniors.org

**Bucks****Bucks County AAA**

30 East Oakland Avenue
Doylestown, PA 18901-4681
(215) 348-0510

[www.buckscounty.org/government/departments/
HumanServices/Aging](http://www.buckscounty.org/government/departments/HumanServices/Aging)

**Butler****Butler County AAA**

111 Sunnyview Circle
Suite 101
Butler, PA 16001-3547
(724) 282-3008 / 1 (888) 367-2434

www.co.butler.pa.us

Cambria

Cambria County AAA

Central Park Complex
110 Franklin Street
Suite 400
Johnstown, PA 15901-1831
(814) 539-5595 / 1 (800) 992-4464
www.co.cambria.pa.us



Cameron, Elk, McKean

Office of Human Services, Inc.

P.O. Box A
Ridgway, PA 15853
(814) 776-2191 / 1 (800) 672-7145
ohs@ncentral.com



Carbon

Carbon County AAA

401 Delaware Avenue, 3rd Floor
Palmerton, PA 18071
(610) 824-7830 / 1 (800) 441-1315
ccaging2@ptd.net



Centre

Centre County Office of Aging

Willowbank Office Building
420 Holmes Street
Bellefonte, PA 16823-1488
(814) 355-6716
www.co.centre.pa.us/521.htm



Chester

Department of Aging Services

601 Westtown Road, Suite 320
P.O. Box 2747
West Chester, PA 19380-0990
(610) 344-6350 / 1 (800) 692-1100
www.chesco.org/aging

Clarion

Clarion County AAA

12 Grant Street
Clarion, PA 16214
(814) 226-4640
aging@clarioncountyaaa.org



Clearfield

Clearfield County AAA

103 North Front Street
P.O. Box 550
Clearfield, PA 16830
(814) 765-2696 / 1 (800) 225-8571
www.ccaaa.net



Clinton/Lycoming

**Lycoming/Clinton Bi-County Office
of Aging**

2138 Lincoln Street
P.O. Box 3156
Williamsport, PA 17701
(570) 323-3096 / 1 (800) 332-8555
Clinton: makoons@stepcorp.org
Lycoming: clsimcox@stepcorp.org



Columbia/Montour

Columbia/Montour Aging Office, Inc.

702 Sawmill Road, Suite 201
Bloomsburg, PA 17815-7727
(570) 784-9272 / 1 (800) 598-5001
www.cmaaa15.org



Crawford

Active Aging, Inc.

Crawford County

1034 Park Avenue
Meadville, PA 16335
(814) 336-1792
www.activeaging.org

Cumberland

**Cumberland County Office of Aging
& Community Services**

Human Services Building
16 West High Street
Carlisle, PA 17013-2922
(717) 240-6110 / (717) 697-0371
www.ccpa.net



Dauphin

Dauphin County AAA

Administration Building, 3rd Floor
2 South Second Street
P.O. Box 1295
Harrisburg, PA 17101-2025
(717) 780-6130 / 1 (800) 328-0058
www.dauphinc.org



Delaware

**Delaware County Office of Services
for the Aging (COSA)**

206 Eddystone Avenue, 2nd Floor
Eddystone, PA 19022-1594
(610) 490-1300 / 1 (800) 416-4504
www.delcosa.org



Erie

**Greater Erie Community Action
Committee**

18 West Ninth Street
Erie, PA 16501
(814) 459-4581 / 1 (800) 769-2436
www.gecac.org

Forest/Warren

**Experience, Inc. AAA
(Warren/Forest Counties)**

905 4th Avenue
Warren, PA 16365
(814) 726-1700 / 1 (800) 281-6545
www.experienceinc.org



Franklin

Franklin County AAA

600 Norland Avenue
Suite 11
Chambersburg, PA 17201
(717) 263-2153 / 1 (800) 642-6990
clockwood@co.franklin.pa.us



Huntingdon/Bedford/Fulton

Huntingdon/Bedford/Fulton AAA

240 Wood Street
P.O. Box 46
Bedford, PA 15522
(814) 623-8148 / 1 (800) 892-7903
www.nb.net/~hbfaaa



Indiana

Aging Services, Inc.

1005 Oak Street
P.O. Box 519
Indiana, PA 15701-0519
(724) 349-4500
www.aging-services-inc.com



Jefferson

Jefferson County AAA

186 Main Street
Brookville, PA 15825
(814) 849-3096 / 1 (800) 852-8036
www.jcaaa.org

Juniata/Mifflin

Mifflin/Juniata AAA, Inc.

1 Buena Vista Circle
Lewistown, PA 17044-0750
(717) 242-0315 / 1 (800) 348-2277
www.mjaaa.com



Lackawanna

Serving Seniors, Inc.

Scranton Life Building
538 Spruce Street
Suite 408-410
Scranton, PA 18503-1816
(570) 344-7190 / (570) 344-3931
www.lackawannacounty.org



Lancaster

Lancaster County Office of Aging

150 North Queen Street
Suite 301
Lancaster, PA 17603
(717) 299-7979 / 1 (800) 801-3070
www.co.lancaster.pa.us/lanco_aging



Lawrence

Lawrence County AAA

Shenley Square, 2706 Mercer Road
New Castle, PA 16105-1422
(724) 658-3729
www.ccpgh.org/challenges



Lebanon

MidPenn Legal Services

513 Chestnut Street
Lebanon, PA 17042
(717) 274-2834
www.midpenn.org

Lehigh

Lehigh County Office of Aging and Adult Services

17 South 7th Street, Room 230
Allentown, PA 18101-2400
(610) 782-3034
www.lehighcounty.org



Luzerne/Wyoming

North Penn Legal Services, Inc.

410 Bicentennial Building
15 Public Square
Suite 410
Wilkes-Barre, PA 18701-1797
(570) 824-4303
www.northpennlegal.org



Mercer

Mercer County AAA

133 North Pitt Street
Mercer, PA 16137-1206
(724) 662-6222 / 1 (800) 570-6222
www.mercercountyaging.org



Monroe

Monroe County AAA

724B Phillips Street
Stroudsburg, PA 18360
(570) 420-3735 / 1 (800) 498-0330
www.co.monroe.pa.us



Montgomery

Montgomery County Aging & Adult Services

Human Services Center
1430 DeKalb Street, P.O. Box 311
Norristown, PA 19404-0311
(610) 278-3601
www.montcopa.org/mcaas

Northampton

Northampton County AAA

Governor Wolf Building
45 North Second Street
Easton, PA 18042-3637
(610) 559-3245 / 1 (800) 322-9269
www.northamptoncounty.org



Northumberland

Northumberland County AAA

322 North Second Street
Sunbury, PA 17801
(570) 495-2395 / 1 (877) 622-2251
mmcannaney@ncaaa16.org



Perry

Perry County AAA

Rhinesmith Building, Center Square
P.O. Box 725
New Bloomfield, PA 17068
(717) 582-5128
www.perryco.org



Philadelphia

CARIE

Land Title Building
100 South Broad Street
Suite 1500
Philadelphia, PA 19110
(215) 545-5724 / (800) 356-3606
www.carie.org



**Northwest Interfaith Movement (NIM)
Long Term Care Program**

7047 Germantown Avenue
Philadelphia, PA 19119
(215) 843-0304
www.nim-phila.org

Pike

Pike County AAA

150 Pike County Boulevard
Hawley, PA 18428
(570) 775-5550 / 1 (800) 233-8911
www.pikeaaa.org



Potter

Potter County Human Services AAA

62 North Street
P.O. Box 241
Roulette, PA 16746-0241
(814) 544-7315 / 1 (800) 800-2560
www.pottercountyhumansvcs.org



Schuylkill

Mid-Penn Legal Services

315 North Centre Street
Suite 201
Pottsville, PA 17901
(570) 628-3931 / (800) 299-6599
www.midpenn.org



Somerset

AAA of Somerset County

1338 South Edgewood Avenue
Somerset, PA 15501
(814) 443-2681 / 1 (800) 452-0825
www.somersetaaa.org



Union/Snyder

**Union/Snyder County Agency on
Aging, Inc.**

116 North Second Street
Lewisburg, PA 17837
(570) 524-2100 / 1 (800) 533-1050
www.usaaa17.org

Venango

Venango County AAA

1283 Liberty Street
P.O. Box 1130, Franklin, PA 16323
(814) 432-9711 / 1 (866) 452-4464
www.co.venango.pa.us/aging



Washington/Fayette/Greene

Southwestern PA AAA, Inc.

Fayette/Greene/Washington Counties

305 Chamber Plaza
Charleroi, PA 15022-1607
(724) 489-8080 / 1 (888) 300-2704
www.swpa-aaa.org



Wayne

Wayne County AAA

323 Tenth Street
Honesdale, PA 18431
(570) 253-4262
www.co.wayne.pa.us



Westmoreland

AAA of Westmoreland County

200 South Main Street
Greensburg, PA 15601
(724) 830-4444 / 1 (800) 442-8000
www.co.westmoreland.pa.us



York

York County AAA

100 West Market Street
York, PA 17401
(717) 771-9610 / 1 (800) 632-9073
www.york-county.org/services/county.htm

State Long Term Care Ombudsman Office

Contact us via:

Telephone:
(717)783-8975

To get in touch with the ombudsman who serves your area, or to contact an ombudsman directly, please see pages 26 through 31 for the statewide list of local ombudsman programs by county.

Correspondence:

*Office of the State LTC Ombudsman
PA Department of Aging
555 Walnut Street, 5th Floor
Harrisburg, PA 17101-1919*

or send a fax to (717) 772-3382 and your message will be delivered to your local ombudsman in your county.

Email:

aging@state.pa.us



www.aging.state.pa.us

*Edward G. Rendell
Governor*

*John Michael Hall
Acting Secretary of Aging*