

Long Term Care Ombudsman Program fact sheet FY 2022 & 2023

Human Services Article, Section 10-909

Department of Aging

October 16, 2024



Wes Moore | Governor

Aruna Miller | Lt. Governor

Carmel Roques | Secretary

October 11, 2024

The Honorable Wes Moore
Governor
100 State Circle
Annapolis, Maryland 21401

The Honorable Bill Ferguson
President
Senate of Maryland
State House, H-107
Annapolis, MD 21401

The Honorable Adrienne A. Jones
Speaker
Maryland House of Delegates
State House, H-101
Annapolis, Maryland, 21401

Re: Human Services Article § 10-909 (MSAR #8077) - Annual Report of the State Long Term Care Ombudsman

Dear Governor Moore, President Ferguson, and Speaker Jones:

Pursuant to Human Services Article § 10-909 we submit the annual report for fiscal years 2022 and 2023 from the Office of the State Long-Term Care Ombudsman within the Department of Aging.

Please contact MDOA Legislative Director Andrea Nunez, andrea.nunez@maryland.gov or 410-414-8183 with any questions.

Sincerely,

Carmel Roques
Secretary



Long-Term Care Ombudsman Program FACT SHEET FY 2022

Authority: Annotated Code of Maryland, Human Services Article, Title 10, Subtitle 9;
Older Americans Act, including the requirements of 42 U.S.C. § 3058g

Protecting the rights and promoting the well-being of residents of long-term care facilities

The Ombudsman Program serves over 53,000 residents in 228 Nursing Homes and 1,720 Assisted Living Facilities through:

- The Office of the State Long-Term Care Ombudsman at the Maryland Department of Aging with a State Ombudsman and Ombudsman Specialist
- 19 Local Programs (38 FTEs) located in Area Agencies on Aging
- 54 volunteers (15 undesignated)

In FY22, the Long-Term Care Ombudsman Program provided:

- 5190 Total facility visits
- 7524 Consultations to individuals
- 107 Community Ed. Sessions
- 244 Meetings with resident councils
- 4221 Complaints addressed
- 3244 Consultations to facilities
- 66 Meetings with family councils
- 93 Participation in facility surveys

Sources of complaints:

- Residents – 45%
- Relative/Friend – 43%
- Facility Staff – 4%
- Representative of other agency or program – 5%

Most frequent complaints handled in Nursing Homes by Complaint type:

1. Care
2. Autonomy, Choice, Rights
3. Admission, transfer, discharge evictions
4. Dietary
5. Financial, Property
6. Access to Information
7. Abuse, gross neglect, exploitation
8. Facility policies, procedures, and practices
9. Environment
10. Activities and community integration and social services

Most frequent complaints handled in Assisted Living Facilities by Complaint type:

1. Care
2. Autonomy, Choice, Rights
3. Abuse, gross neglect, and exploitation
4. Admission, transfer, discharge evictions
5. Facility policies, procedures, practices
6. Financial, Property
7. Access to Information
8. Dietary
9. System and others (non-facility)
10. Activities and community integration and social services

Program Information:

The Long-Term Care Ombudsman Program provides individual and systemic advocacy for those who live in nursing homes and assisted living facilities. Federal and State laws guide the Program and give its authority.

The Ombudsman Program works throughout the state and country to protect the rights and promote the wellbeing of residents who are oftentimes medically fragile, vulnerable, and isolated.

All ombudsmen must complete orientation and training and be free of any conflict of interest. Volunteer ombudsmen are mentored by an experienced ombudsman to conduct facility visits and receive additional training to resolve complaints before becoming designated.

Ombudsman Programs throughout the state respond to grievances with the goal to resolve them at the lowest possible level based on the wishes/needs of the resident. Ombudsmen seek to empower residents, their family members, and resident representatives to better understand the long-term care system and address their issues using a variety of strategies. Ombudsmen may act with or on behalf of residents. Actions taken by ombudsmen are guided by the resident or resident representative.

Confidentiality is central to ombudsman work. No names or identifying information are released without permission.

Ombudsmen are proactive, working to prevent neglect/abuse and promote residents' rights. They provide staff training, educational forums, work with resident and family councils, and are involved in local, county, and statewide discussions that address policies related to long term care.

State Ombudsman Goals:

- 1) Provide the resources needed to ensure that the Maryland Long-Term Care Ombudsman Program is operated consistently with Older American's Act provisions and operating consistently within and between the local ombudsman programs.
- 2) Advocate with and on behalf of Maryland residents who live in long-term care facilities.
- 3) Promote quality of care and quality of life for residents including those with dementia through training, consultations, highlighting successful practices, and public policies that support person-centered care.

This Fact Sheet summarizes the FY22 (October 1, 2021 – September 30, 2022) data submitted to the Administration for Community Living. For more information contact Stevanne Ellis, State Long-Term Care Ombudsman, stevanne.ellis@maryland.gov, 1-800-243-3425 (toll free in Maryland) or 410-767-1100.



Long-Term Care Ombudsman Program FACT SHEET FY 2023

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Protecting the rights and promoting the well-being of residents of long-term care facilities

The Ombudsman Program serves over 53,000 residents in 223 Nursing Homes and 1,741 Assisted Living Facilities through:

- The Office of the State Long-Term Care Ombudsman at the Maryland Department of Aging with a State Ombudsman and Ombudsman Specialist
- 19 Local Programs (37 FTEs) located in Area Agencies on Aging
- 65 volunteers (25 undesignated)

In FY23, the Long-Term Care Ombudsman Program provided:

- 6348 Total facility visits
- 6877 Consultations to individuals
- 135 Community Ed. Sessions
- 336 Meetings with resident councils
- 3612 Complaints addressed
- 2185 Consultations to facilities
- 99 Meetings with family councils
- 83 Participation in facility surveys

Sources of complaints:

- Residents – 51%
- Relative/Friend –36%
- Facility Staff – 4%
- Representative of other agency or program – 5%

Most frequent complaints handled in Nursing Homes by Complaint type:

1. Care
2. Autonomy, Choice, Rights
3. Admission, transfer, discharge evictions
4. Dietary
5. Abuse, gross neglect, exploitation
6. Environment
7. Facility policies, procedures, and practices
8. Activities and community integration and social services
9. Financial, Property
10. Access to Information

Most frequent complaints handled in Assisted Living Facilities by Complaint type:

1. Care
2. Autonomy, Choice, Rights
3. Admission, transfer, discharge evictions
4. Abuse, gross neglect, and exploitation and Facility policies, procedures, practices
5. Environment
6. Dietary
7. Financial, Property
8. Access to Information
9. Activities and community integration and social services
10. System and others (non-facility)

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State data for MD for FFY 2022

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Program Activities

Certifications and Training

Certification training hours	40	Hours
Training hours required to maintain certification	20	Hours
Number of new individuals completing certification training	10	

Ombudsman Program Activities

Information and assistance to individuals	7524
Community education	107

Ombudsman Program Activities - Facilities

Activity	Nursing Facility	Residential Care Community
Training sessions for facility staff	14	2
Information and assistance to staff	2188	1056
Number of facilities that received one or more visits	225	1092
Number of visits for all facilities	2373	2817
Number of facilities that received routine access	112	152
Total participation in facility survey	74	19
Resident council participation	209	35
Family council participation	57	9

State and Local Level Coordination Activities

Area agency on aging programs, Aging and disability resource centers, Adult protective services programs, Protection and advocacy systems, Facility and long-term care provider licensure and certification programs, The State Medicaid fraud control unit, Victim assistance programs, State and local law enforcement agencies, Courts of competent jurisdiction, The State legal assistance developer and legal assistance programs, Centers for Independent Living

Other Coordination Activities

Describe any state or local level coordination and leadership activities with the entities listed, as applicable.

State data for MD for FFY 2023

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Facility - Number and Capacity

Licensed Nursing Facilities

Total number	223
Total resident capacity	27605

Residential Care Communities

Total number	1741
Total resident capacity	26110