



THE COLORADO LONG-TERM CARE OMBUDSMAN PROGRAM

Annual Report 2006

October 1, 2005 – September 30, 2006

The Legal Center for People
with Disabilities and Older People



Colorado's Protection & Advocacy System

About the Colorado Long-Term Care Ombudsman Program

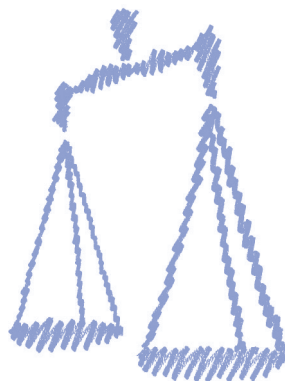
The mission of the Colorado Long-Term Care Ombudsman Program is to:

- Prevent the abuse, neglect, and exploitation of residents in Colorado's long-term care facilities;
- Protect the health, safety, welfare, and rights of those residents;
- Preserve residents' independence, dignity, autonomy, and freedom of choice;
- Promote an environment where residents, family members, staff, and others can work creatively and cooperatively; and
- Produce significant improvements in the delivery of long-term care to all citizens of the state.

Colorado's long-term care ombudsmen are committed to working closely and effectively with policy makers, regulatory agents, providers, consumers, and others interested in improving the quality of life and care for all residents living in long-term care facilities.

The Colorado Long-Term Care Ombudsman Program is funded by federal and state funds through the Division of Aging and Adult Services, Colorado Department of Human Services. In addition to government funding it receives for the program, The Legal Center deeply appreciates grants from the following private foundations:

- Nathan and Florence Burt Foundation
- Herman and Ethel Horwich Charitable Trust
- Louis and Harold Price Foundation



Patricia L. Tunnell
Colorado Long-Term Care Ombudsman

Valerie L. Corzine, Esq.
Legal Support to the Ombudsman Program

Angela M. Garberding
Ombudsman Assistant

Table of Contents

Colorado Long-Term Care Ombudsman Program Overview.....	4
Major Issues in Long-Term Care.....	5
Long-Term Care Resident Complaints.....	7
Colorado Long-Term Care Ombudsman Program Accomplishments.....	9
Area Agencies on Aging Long-Term Care Ombudsman Programs: Regional Reports.....	12
Summary of Complaints with Charts.....	29

Colorado Long-Term Care Ombudsman Program Overview

The Colorado Long-Term Care Ombudsman Program was created in 1975 to address the need for independent, knowledgeable, and caring advocates for residents of nursing homes and assisted living residences statewide. Authorized under the federal Older Americans Act and Colorado statutes, the Colorado Long-Term Care Ombudsman Program is administered by The Legal Center for People with Disabilities and Older People under a contractual agreement with the Colorado Department of Human Services, Division of Aging and Adult Services.

The Colorado Long-Term Care Ombudsman Program is a network of advocates for residents in nursing homes and assisted living residences. The program is headed by an independent Colorado Long-Term Care Ombudsman and provides a voice for the many older people who need someone to advocate on their behalf. Ombudsmen help many older people find their own voices and empower them to advocate for themselves.

The Colorado Long-Term Care Ombudsman Program has 170 dedicated ombudsmen, who are associated with the Area Agencies on Aging. Included in this number are 16 full-time and 40 part-time paid ombudsmen and 114 volunteer ombudsmen. Sixty-seven percent of Colorado's ombudsmen are volunteers. Ombudsmen are not regulators or inspectors, although they are fully trained in state regulations governing long-term care facilities. They cooperate with Colorado Department of Public Health and Environment inspectors to survey and remedy facility deficiencies. Additionally, ombudsmen work closely with other health, long-term care, and aging organizations in the community.

Colorado has 220 licensed nursing homes containing 20,265 beds; and 471 assisted living residences containing 13,748 beds. The state's rules and regulations require that each nursing home be visited by an ombudsman at least once a month and each assisted living residence at least once a quarter. In practice, many ombudsmen go far beyond these minimum requirements. It should be noted that without their many dedicated volunteers, some of the Area Agen-

cies on Aging would have difficulty in meeting the minimum requirements for visits.

Long-term care residents are often without family or friends and rely on others, including the local ombudsmen, to protect their safety, advocate for their rights, protect their dignity, and provide some measure of companionship. Although complaint resolution is a key part of the program, ombudsmen strive to create a culture of care where complaints are few and their time is devoted to making positive changes in the lives of residents.

The proactive work of Colorado's ombudsmen includes:

- Educating the public about long-term care before they need to make a decision for themselves or a family member;
- Meeting with families to help them choose the long-term care facility that best meets their needs;
- Working with residents, families, and staff of long-term care facilities to inform them about resident rights; and
- Advocating for improvements in legislation, policies, and funding affecting long-term care.

Local ombudsmen are trained to assist in empowering residents in forming and operating resident councils where they can meet as a group to discuss concerns about the facility and to address their concerns with management. Family councils provide an opportunity for family members to meet and discuss issues regarding the facility and its level of care without the presence of facility staff.

The Colorado Long-Term Care Ombudsman coordinates and provides technical support and training to a network of sixteen local programs that operate under the supervision of the regional Area Agencies on Aging. (See pages 12-28 for a detailed report from each region.)

Major Issues in Long-Term Care in 2006

After careful analysis of program reports from the sixteen regional Area Agency on Aging Ombudsman Programs by the Colorado Long-term Care Ombudsman (CLTCO), the following issues were identified as major areas of concern.

Medicare Part D for Assisted Living Residents

Problem: Ombudsmen throughout Colorado cited Medicare Part D as one of their top concerns in 2006. Throughout the country, seniors and their families struggled to choose an appropriate drug prescription plan under the new Medicare Part D program. While nursing homes have social service staff and administrative capability to handle the new prescription program, assisted living residents are expected to exercise more autonomy and handle more of their own affairs. However, Medicare Part D proved confusing for many assisted living residents, and those who did not have a family member to guide them through the process of making an informed decision turned to facility staff or ombudsmen. Facility staff and ombudsmen were overwhelmed with the responsibility of helping seniors identify the plan that would best meet their needs.

Barriers: Assisted living residences do not have staff available to provide in-depth assistance. Additionally, this type of one-to-one technical assistance responsibility falls outside the regular duties of ombudsmen.

Resolution: Ombudsmen worked with their local SHIP (State Health Insurance Assistance Program) agency to help residents.

Recommendation: Regulations should be developed by the Colorado Department of Public Health and Environment (CDPHE) requiring assisted living residences with 17 or more residents, as outlined in CDPHE Assisted Living regulations, to have social service staff to assist residents with Medicare and other issues.

Mental Illness Evaluation and Treatment

Problem: Due to lack of community resources, people of all ages with mental illness are being placed

in nursing homes and assisted living residences that are not always equipped to meet their needs. Discharge or transfer because of inappropriate behaviors is a common occurrence, even though appropriate psychological evaluation and treatment could mitigate some of the more disturbing symptoms of mental illness. Different populations of residents are sometimes placed together with little regard to their comfort or security. Older, frail residents may be fearful of younger residents with mental illness and may not understand that their outbursts and behaviors are related to their illness. Younger residents with mental illness who would prefer to live independently in the community may be impatient with older residents and facility restrictions.

Barriers: Lack of appropriate facility and community placements and inadequate mental health services—including assessments and treatment—in both long-term care facilities and community settings.

Recommendation: Increase funding from the state legislature and/or other sources to provide mental health services and develop community residential options.

Staffing Shortages and High Turnover

Problem: Many facilities have high turnover of both administrative and direct care staff, resulting in burnout for the remaining staff that must cover additional shifts.

Barriers: For direct care staff, barriers may include a lack of adequate training, inadequate pay and benefits, and/or a lack of respect from facility owners and operators. For administrative staff, barriers include high stress, pressure from corporate owners to fill beds as a first priority, and lack of corporate support to provide quality of care for residents. Mandatory staffing patterns are sometimes ignored and mandatory training classes are not always provided.

Recommendations: The aging network should work together to support strengthening of regulations and enforcement at the federal and state levels to require mandatory staffing ratios and mandatory training

for nursing home and assisted living residents facility staff. The aging network should support continued participation in the “Culture Change Movement” to de-institutionalize traditional care models and create models that make a facility more home-like. The culture change movement is a journey, a work in progress. The staff becomes part of a household family, allowing them more opportunities for developing caring, interpersonal relationships between staff and residents. Staff is often cross-trained to provide additional care to the residents. They share in a larger picture rather than just one discipline, as they become part of a team which leads to improved consistency of work and respect for one another. Indications are that staff feel more valued and this translates to enhanced staff performance and less turnover. For more information on culture change and the impact on staff turnover rates, go to www.paculturechange-coalition.org/; then click on “News” to review Robyn I. Stone’s opening plenary, “Work Force Improvement: The Key to Culture.” Additionally, the aging network should encourage residents, families, providers and state agencies to partner with the Center for Medicare and Medicaid in the “Campaign for Advancing Excellence in America’s Nursing Homes.”

Information on this campaign may be found at www.nhqualitycampaign.org.

Poor Quality of Care

Problem: Many residents in long-term care facilities are receiving poor or inadequate care.

Barriers: Inadequate care planning, lack of stable well-trained staff, lack of appropriate leadership from the administrator, and lack of support from the corporate hierarchy.

Recommendation: Facilities management should insure that strength-based care plans are implemented. Care plans should identify the resident’s needs and preferences, goals set in conjunction with the resident, and how those goals are to be implemented. Facility management and corporate owners should support their administrators in hiring adequate numbers of well-trained staff to ensure staff retention. Administrators should provide consistent assignment of nursing home staff so that residents receive care from the same caregiver. Advancing Excellence in America’s Nursing Homes encourages facilities to work on increasing staff retention and improving consistent assignment of nursing home staff.



Long-term Care Resident Complaints

In 2006, ombudsmen responded to 9,811 complaints statewide, an increase of 54 complaints over the previous year. The major categories of complaints remained essentially unchanged in both nursing homes and assisted living residences. The top three concerns in nursing homes, described below, continue to be care; autonomy, choice, and privacy; and abuse. In assisted living residences, the top four concerns were autonomy, choice, and privacy; care; admission, transfer, discharge, and eviction; and staffing.

While the leading categories of complaints remain much the same as cited in previous annual reports, and the increase in the overall number of complaints is relatively small, there is a significant shift in the pattern of complaints. The 2006 data report generated from OmbudsManager, the statewide data management system for Colorado ombudsmen, identifies reductions in the numbers of complaints concerning nursing homes and a corresponding increase in complaints regarding assisted living residences. This may be due in part to a change in demographics. As the senior population grows, more people are choosing assisted living rather than nursing homes. It may also be due to a change in attitudes. The younger seniors in assisted living residences are asserting the right to make choices and control their own lives. When their needs are not met to their satisfaction, they are more likely to take action to rectify the problem.

Care

Poor quality of care, as noted in several annual reports from previous years, was again the leading category of complaints in nursing homes. There are several categories of care complaints that involve some type of negligence, lack of attention, or poor quality in the care of residents. Additionally care complaints include: improper handling of accidents, failure to respond (timely or at all) to call lights, inadequate individual care plans or follow through, improper medication administration, failure to ensure proper personal hygiene, and failure to attend to resident symptoms.



Autonomy, Choice, and Privacy

This category of complaints includes the resident's right to: choose a personal physician, pharmacy, hospice, other care provider; be treated with dignity and respect; exercise choice and/or civil rights, including the right to smoke; privacy related to telephone calls, visitors, couples private time together, and mail; and response to complaints.

In 2006, ombudsmen responded to 1,057 complaints in nursing homes and 650 complaints in assisted living residences in this complaint category. This was once again the leading category of complaints in assisted living residences, and showed an increase of 106 complaints over last year. In both types of facilities, 60% of the complaints in this category referred to lack of dignity and respect and the inability to exercise choice and/or civil rights.

Abuse, Gross Neglect, and Exploitation

This complaint category includes physical, sexual, verbal, and mental abuse, including involuntary seclusion; gross neglect; resident-to-resident physical or

sexual abuse; and financial exploitation.

In 2006, ombudsmen responded to 517 complaints in nursing homes and 187 complaints in assisted living residences in this category. Since these are the most serious complaints, and are of a potentially criminal nature, a drop of 34 complaints from last year is a positive change, though the reason(s) for this change is not known. It is possibly attributable to increased numbers of training events conducted in facilities on this topic by local ombudsmen.

Staffing

Staffing complaints are generated by staff unavailability, lack of training, staff turnover, and inadequate supervision.

The total of 633 complaints is 21 fewer in total than last year. However, a dramatic increase in staffing complaints in assisted living residences is a cause for concern. Complaints in assisted living residences increased 73% to 319 from 184. All of the causal factors for this increase may not be apparent, however, as residents continue to age in place in assisted

living facilities, the care needs of the residents are increasing, requiring more staff to meet those needs. Additionally, staff may require further training to recognize and respond to the needs of residents who require more assistance with medications, assessment, care planning, and notification to others when there is a change in the resident's health needs.

Admission, Transfer, Discharge, and Eviction

This category is for complaints involving placement, whether into, within, or outside of the facility.

In 2006, complaints in this category numbered 359 in nursing homes and 306 in assisted living residences. The total of 665 complaints is only a small increase over last year's total of 650, but as in the other complaint categories, there is a significant increase in complaints concerning assisted living residences. By regulation, residents in assisted living residences may be given a notice of discharge when the facility determines that it is no longer able to meet the resident's identified needs, based on the facility discharge policy in its admissions contract.



Colorado Long-Term Care Ombudsman Program Accomplishments 2006

Achievements of the Colorado (State) Long-Term Care Ombudsman

System Change—Medicaid

The Colorado Long-Term Care Ombudsman served on the Senate Bill 173 Long-Term Care Advisory Committee. The committee's charge was *"to explore and recommend to the state department public policy that will enable the state's Medicaid program to act strategically as a client advocate and be an efficient and effective purchaser of services and service delivery"* (SB 05-173 p. 2).

The committee's final report was submitted July 1, 2006 to:

- The Department of Health Care Policy and Financing
- The Governor's Office
- Members of the Joint Budget Committee
- Members of the Senate Health and Human Services Committee
- Members of the House Health and Human Services Committee

"The LTC Advisory Committee developed 18 recommendations and organized them into four groupings: 1) person-centered services continuum; 2) seamless care planning; 3) eligibility and financing options that ensure access and value purchasing; and 4) statewide leadership and accountability for LTC planning and program development." (Colorado Department of Health Care Policy and Financing, Report to the Joint Budget Committee November 1, 2006)

System Change—Medicare

The Colorado Long-Term Care Ombudsman worked with the Centers for Medicare and Medicaid Services to coordinate the dissemination of information about Medicare Part D prescription drug benefits for Medicare beneficiaries.



Annual Statewide Training Conference (May 2006)

Local ombudsmen must receive at least 15 hours of certification training annually. The Colorado Long-Term Care Ombudsman Annual Training is the major re-certification opportunity and it assures participants of the most up-to-date information on long-term care facilities and systems. This year's conference, "The Future Is Today," was held at the Penrose House Conference Center in Colorado Springs. Sessions included:

- **A Day in the Life of a Resident** – Susan Black, Administrator, Colorado Lutheran Home
- **Informal Review** – Elaine Sabyan, Colorado Department of Public Health and Environment; Tina Barker, Fort Collins Lead Ombudsman; and Penny Cook, Denver Ombudsman



- **Achieving Resident Directed Care Through Care Planning** – Sara Hunt, National Ombudsman Resource Center
- **Making Complaints to the Board of Nursing** – Linda Volz, Office of Investigations
- **Person Centered Care/8th Scope of Work** – Priscilla Ezell, Colorado Foundation for Medical Care
- **Sharpening Your Complaint Investigation Skills** – Sara Hunt, Ombudsman Resource Center
- **Developing Relationships with Legal Services Providers** – Patrick Craig, Pueblo Lead Ombudsman and Robert Keating, Attorney, Colorado Legal Services, Pueblo
- **Family Councils** – Linda Rumney, Fort Collins Ombudsman and Tom Doyle, Boulder Ombudsman

- **OmbudsManager/National Ombudsman Reporting System (NORs)** – Steve Evans, Division of Aging and Adult Services and Chandra Matthews, Denver Ombudsman
- **Advance Directives** – Dr. Fred Feinsod, Colorado Medical Directors Association
- **Assisted Living** – Dee Reda, Colorado Department of Public Health and Environment; Chandra Matthews, Denver Ombudsman; and Margaret Ray, Consulting and Education Unlimited
- **Voting: Still a Fundamental Right** – Faith Gross, The Legal Center

Regional Training Events

- **Denver**, February 2006: National Ombudsman Reporting System, Assisted Living, Capitol Hill and the Legislative Future, Achieving Resident Directed Care Through Effective Care Planning, Family Councils and Planning for the Annual Training
- **Canon City**, March 2006: Back to the Basics – Ombudsman Training
- **Aurora**, July 2006: Immigration and Post Eligibility Treatment of Income (PETI)

Presentations by the Colorado Long-Term Care Ombudsman

- **Eastern Plains Speak out**
Person Directed Care, “Culture Change”
October 2006, Sterling
- **Citizen Advocacy Center 2005 Annual Meeting**
Pain Management in Long Term Care Settings
November 2005, Denver

Local Long-Term Care Ombudsman Program Evaluations

Local Area Agency on Aging Ombudsman Programs are evaluated periodically to ensure that residents have regular and timely access to ombudsmen, receive timely responses to complaints, and are represented appropriately. During fiscal year 2006, the Colorado Long-Term Care Ombudsman conducted on-site assessments for the following regions: (9), San Juan Basin Area Agency on Aging; (5), East Central Council of Governments; (3A), Denver Regional Council of Governments; and (1), Northeastern Colorado Association of Local Governments.

Report to the Colorado General Assembly

In May 2006, The Legal Center submitted the 2005 Colorado Long-Term Care Ombudsman Program Annual Report to the legislature, the Division of Aging and Adult Services, Colorado Department of Human Services, and the aging network.

National Dialogues and Leadership

The Colorado Long-Term Care Ombudsman served as Region 8 Director to the National Association of State Ombudsmen Programs. Federal Region 8 includes: Colorado, Montana, North Dakota, South Dakota, Wyoming, and Utah.

The Colorado Long-Term Care Ombudsman participated in the following National Dialogues and Leadership Forums:

- National Dialogue Forum on End of Life Issues in Long-Term Care Facilities, March 2006
- National Dialogue Forum to develop a Strategy Brief on Ombudsman Program Advocacy in Guardianship, May 2006
- Forum on Caregiver Support, May 2006

Achievements of The Colorado Long Term Care Ombudsman Program in 2006

- Ombudsmen responded to 9,811 complaints.
- Ombudsmen made 5,811 visits to the 220 nursing homes and 5,265 visits to the 471 assisted living residences.
- Ombudsmen accomplished 99.8% compliance with periodic facility visit standards.
- Ombudsmen provided 178 training sessions for facility staff, including training on Resident's Rights, Ombudsman Services and Elder Abuse.
- Ombudsmen provided consultations to 2,815 facilities. Consultations included resident behaviors, family issues and advance directives.
- Ombudsmen provided 8,014 individual consultations. Consultation to families, friends and other included: long-term care, ombudsman services, resident rights and ombudsman complaint process.
- Ombudsmen participated in 444 facility surveys.
- Ombudsmen participated in 1,497 resident council meetings and 138 family council meetings.
- Ombudsmen provided 490 community education seminars.

Region 1 Northeastern Colorado Association of Local Governments Logan, Morgan, Phillips, Sedgwick, Washington and Yuma Counties

Sandy Baker
Director

231 Main Street
Fort Morgan,
CO 80701
970-867-9407

Lead Ombudsman:
Sandy Baker

Local Ombudsmen:
Deanna Carter
Marlene Miller
Karen Ness
Bonnie Smith-
Moore
Linda Schilling

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	14	2
B. Access to Information	0	0
C. Admission, Transfer, Discharge, Eviction	0	0
D. Autonomy, Choice, Exercise of Rights, Privacy	0	6
E. Financial, Property (Except for Financial Exploitation)	2	0
F. Care	12	2
G. Rehabilitation of Maintenance of Function	2	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	1	1
J. Dietary	8	4
K. Environment	4	1
L. Policies, Procedures, Attitudes, Resources	0	1
M. Staffing	3	0
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	0
P. System/Others	3	1
Total:	49	18
Q. Complaints Other Settings	0	
Total:	67	

Number of Facilities and Beds	2006
Number of Nursing Facilities	12
Number of Beds	221
Number of PCBH/Assisted Living Residences	15
Number of Beds	118

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	11
Number of Facility Consultations	183
Number of Individual Consultations	61
Survey Participation	23
Resident Council Meetings Attended	202
Family Council Meetings Attended	17
Community Education	80

**Region 2A Larimer County Office on Aging
Larimer County**

Margaret A. Long
Director

1501 Blue Spruce Drive
Fort Collins, CO 80524
970-498-6801

Lead Ombudsman:
Christina Barker

Local Ombudsman:
Linda Rumney

Volunteer Ombudsmen:
Linda Biles
Betty Caikowski
Ruth French
Gerry Hinks
John Reid

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	16	6
B. Access to Information	3	2
C. Admission, Transfer, Discharge, Eviction	8	3
D. Autonomy, Choice, Exercise of Rights, Privacy	20	8
E. Financial, Property (Except for Financial Exploitation)	9	6
F. Care	41	5
G. Rehabilitation of Maintenance of Function	2	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	1	3
J. Dietary	5	1
K. Environment	10	3
L. Policies, Procedures, Attitudes, Resources	0	0
M. Staffing	10	0
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	1
P. System/Others	1	2
Total:	126	40
Q. Complaints Other Settings	2	
Total:	168	

Number of Facilities and Beds	2006
Number of Nursing Facilities	14
Number of Beds	1202
Number of PCBH/Assisted Living Residences	24
Number of Beds	783

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	9
Number of Facility Consultations	341
Number of Individual Consultations	330
Survey Participation	29
Resident Council Meetings Attended	97
Family Council Meetings Attended	15
Community Education	38

Region 2B Weld County Area Agency on Aging Weld County

Eva Jewell,
Director

1551 N. 17th Ave.
P.O. Box 1805
Greeley, CO
80632
970-353-3800

Lead Ombudsman:
Raegan
Maldonado

Local Ombudsmen:
Kathleen Alvarado
Marcia Jorgensen

*Volunteer
Ombudsmen:*
Rita Pat Jordan
Jim Whiting
Ed Quigley
Rachel Carlson
Roy Reinhardt

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	20	12
B. Access to Information	7	10
C. Admission, Transfer, Discharge, Eviction	11	22
D. Autonomy, Choice, Exercise of Rights, Privacy	31	38
E. Financial, Property (Except for Financial Exploitation)	10	2
F. Care	56	45
G. Rehabilitation of Maintenance of Function	13	3
H. Restraints (Chemical and Physical)	3	2
I. Activities	4	15
J. Dietary	19	25
K. Environment	13	12
L. Policies, Procedures, Attitudes, Resources	5	11
M. Staffing	9	21
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	2	2
P. System/Others	10	6
Total:	213	226
Q. Complaints Other Settings	1	
Total:	440	

Number of Facilities and Beds	2006
Number of Nursing Facilities	7
Number of Beds	889
Number of PCBH/Assisted Living Residences	21
Number of Beds	464

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	9
Number of Facility Consultations	116
Number of Individual Consultations	157
Survey Participation	31
Resident Council Meetings Attended	122
Family Council Meetings Attended	4
Community Education	56

**Region 3A Denver Regional Council of Governments, Aging Services Division
Adams, Arapahoe, Broomfield, Clear Creek, Denver, Douglas, Gilpin and Jefferson Counties**

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	136	72
B. Access to Information	95	85
C. Admission, Transfer, Discharge, Eviction	209	194
D. Autonomy, Choice, Exercise of Rights, Privacy	574	392
E. Financial, Property (Except for Financial Exploitation)	147	136
F. Care	916	292
G. Rehabilitation of Maintenance of Function	196	45
H. Restraints (Chemical and Physical)	27	4
I. Activities	224	106
J. Dietary	228	136
K. Environment	253	189
L. Policies, Procedures, Attitudes, Resources	67	142
M. Staffing	185	208
N. Certification/Licensing Agency	3	20
O. State Medicaid Agency	41	58
P. System/Others	187	145
Total:	3488	2224
Q. Complaints Other Settings	41	
Total:	5753	

Number of Facilities and Beds	2006
Number of Nursing Facilities	87
Number of Beds	9740
Number of PCBH/Assisted Living Residences	217
Number of Beds	7411

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	72
Number of Facility Consultations	461
Number of Individual Consultations	2360
Survey Participation	161
Resident Council Meetings Attended	322
Family Council Meetings Attended	44
Community Education	69

Sue Bozinovski, Director
Cherry Creek Corporate Center
4500 Cherry Creek Dr. S., 8th Fl.
Denver, CO 80246
303-455-1000

Lead Ombudsman:
Jayla Sanchez Warren

Local Ombudsmen:
Julie Christiansen, Penny Cook,
Nancy Ferrier, Shannon Gimbel,
Chandra Matthews, Heather Porreca,
Jennifer Solms, Sharon Thorson,
Cindy Webb

Volunteer Ombudsmen:
Josh Angel, Karen Archer, Lynn
Archibald, Barbara Axelson, Anne
Ayers, Janet Badgett, Dustina
Becker, Karen Beier, James Black,
Sue Bozinovski, Christiane Citron,
Rosemary Colby, Geraldine Cook,
Richard Cozza, Janet Dampeer,
Pamela Darwin, Don Drommond,
Heather Dwyer, Mattie Edwards,
Barbara Femmer, Virginia Fontaine,
Lew Forester, JoAnne Gardner,
Robert Georgeson, Marian Gibson,
Amy Gilfillan, Darlene Grandy,
Beverly Wold, Holly Hays-Cristofano,
Robin Hemphill, Patricia Hodges,
Perry Hubert, Fred Jacobus,
Charles Jacoby, Marian Johnson,
Sandra Joines, David Jones, Debby
Kirkpatrick, Mary Beth Leitzmann,
Rita Levine, Raymond Lovato, Dick
Levinsky, DeAnna Lowery, Tom
Lowrey, Bill Lyle, Paul Markin,
Debbie Marshall, Antonia Martinez,
Stephanie Mielnick, Bridget Monahan,
Susan Muir, Sarah Newcomer, Linn
Redding, Elizabeth Reppond, Ginny
Rogliano, Roxie Ronsen, Marilyn
Sandau, Mark C. Schaefer, Jerrie
Sammel, Laveda Semple, Jo Smith,
Kay Soens, Meg Steinborn, Frances
Stern, Amy Theodore, Holly Tolley,
Ralph Tufts, Gary Vogel, Richard
Watt, Robert Warren, Laura Welch,
Beth Whittemore, Beverly Wold, Mary
Beth Wuest

Region 3B Boulder County Aging Services Division Boulder County

Rosemary Williams

Director

3482 N. Broadway
P.O. Box 471
Boulder, CO
80306
303-441-3570

Lead Ombudsman:
Janet Ibanez

Local Ombudsmen:
Tom Doyle
Susan Damon
Maureen Flory

Volunteer Ombudsmen:
Joanne Bowen
Sylvia Brewster
Sandra Edmondson
Suzanne Faulkner
Sharon Mihalic
Adrienne Mihelic
Tom Myers
Lynn Osterkamp
Kay Ryan

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	16	1
B. Access to Information	18	2
C. Admission, Transfer, Discharge, Eviction	44	12
D. Autonomy, Choice, Exercise of Rights, Privacy	84	23
E. Financial, Property (Except for Financial Exploitation)	17	6
F. Care	100	34
G. Rehabilitation of Maintenance of Function	15	2
H. Restraints (Chemical and Physical)	4	0
I. Activities	39	15
J. Dietary	27	15
K. Environment	29	17
L. Policies, Procedures, Attitudes, Resources	20	10
M. Staffing	61	20
N. Certification/Licensing Agency	2	0
O. State Medicaid Agency	17	6
P. System/Others	58	14
Total:	551	177
Q. Complaints Other Settings	10	
Total:	738	

Number of Facilities and Beds	2006
Number of Nursing Facilities	8
Number of Beds	1066
Number of PCBH/Assisted Living Residences	23
Number of Beds	767

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	9
Number of Facility Consultations	73
Number of Individual Consultations	376
Survey Participation	19
Resident Council Meetings Attended	113
Family Council Meetings Attended	29
Community Education	19

**Region 4 Pikes Peak Area Agency on Aging
El Paso, Park and Teller Counties**

Mike Decker
Director

15 S. 7th Street
Colorado
Springs, CO
80905
719-471-7080

Lead Ombudsman:
Darlene Grippio-
Sowa

Local Ombudsman:
Scott Bartlett

*Volunteer
Ombudsmen:*
Patty Burnett
Mike Decker
Charlotte Draeger
Rose Falgien
Adabelle Ashley
Foster
James Singletary

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	88	31
B. Access to Information	31	6
C. Admission, Transfer, Discharge, Eviction	46	29
D. Autonomy, Choice, Exercise of Rights, Privacy	85	25
E. Financial, Property (Except for Financial Exploitation)	15	9
F. Care	43	20
G. Rehabilitation of Maintenance of Function	15	1
H. Restraints (Chemical and Physical)	7	1
I. Activities	8	4
J. Dietary	20	8
K. Environment	12	7
L. Policies, Procedures, Attitudes, Resources	10	8
M. Staffing	5	8
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	11	4
P. System/Others	75	10
Total:	471	171
Q. Complaints Other Settings	62	
Total:	704	

Number of Facilities and Beds	2006
Number of Nursing Facilities	21
Number of Beds	1930
Number of PCBH/Assisted Living Residences	58
Number of Beds	1368

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	5
Number of Facility Consultations	1022
Number of Individual Consultations	763
Survey Participation	52
Resident Council Meetings Attended	33
Family Council Meetings Attended	3
Community Education	54

**Region 5 East Central Council of Governments Area Agency on Aging
Cheyenne, Elbert, Kit Carson and Lincoln Counties**

Terry Baylie
Director

P.O. Box 28
128 Colorado
Avenue
Stratton, CO
80836
719-348-5562

Lead Ombudsman:
Debby Conrads

Local Ombudsmen:
Louise Mills
Lois Henry

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	0	0
B. Access to Information	0	1
C. Admission, Transfer, Discharge, Eviction	0	0
D. Autonomy, Choice, Exercise of Rights, Privacy	2	0
E. Financial, Property (Except for Financial Exploitation)	1	2
F. Care	1	3
G. Rehabilitation of Maintenance of Function	0	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	4	0
J. Dietary	2	0
K. Environment	1	0
L. Policies, Procedures, Attitudes, Resources	0	0
M. Staffing	0	1
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	2
P. System/Others	10	0
Total:	12	9
Q. Complaints Other Settings	0	
Total:	21	

Number of Facilities and Beds	2006
Number of Nursing Facilities	5
Number of Beds	180
Number of PCBH/Assisted Living Residences	6
Number of Beds	122

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	0
Number of Facility Consultations	8
Number of Individual Consultations	34
Survey Participation	4
Resident Council Meetings Attended	88
Family Council Meetings Attended	0
Community Education	11

**Region 6 Lower Arkansas Valley Area Agency on Aging
Baca, Bent, Crowley, Kiowa, Otero and Prowers Counties**

Celestino Santistevan
Director

P.O. Box 494
13 West 3rd St.
Room 110
La Junta, CO
81050
719-383-3166

Lead Ombudsmen:
Celestino Santistevan
Donna Rohde

Local Ombudsmen:
Delaine Dunning
Jeff Vondersmith
Kathy Medina
Linda Casebolt
Connie Ring
Tammy Newman
Nadine Tenneff

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	1	0
B. Access to Information	1	0
C. Admission, Transfer, Discharge, Eviction	2	0
D. Autonomy, Choice, Exercise of Rights, Privacy	4	0
E. Financial, Property (Except for Financial Exploitation)	0	1
F. Care	3	0
G. Rehabilitation of Maintenance of Function	1	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	0	0
J. Dietary	1	0
K. Environment	0	1
L. Policies, Procedures, Attitudes, Resources	0	0
M. Staffing	0	0
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	0
P. System/Others	1	0
Total:	14	2
Q. Complaints Other Settings	0	
Total:	16	

Number of Facilities and Beds	2006
Number of Nursing Facilities	10
Number of Beds	645
Number of PCBH/Assisted Living Residences	8
Number of Beds	167

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	7
Number of Facility Consultations	20
Number of Individual Consultations	10
Survey Participation	6
Resident Council Meetings Attended	59
Family Council Meetings Attended	0
Community Education	1

Region 7 Pueblo Area Agency on Aging Pueblo County

Virginia Jimenez
Director

2631 E. 4th St.
Pueblo, CO
81001
719-583-6119

Lead Ombudsman:
Patrick Craig

Local Ombudsman:
Rebecca Espinoza

Volunteer
Ombudsmen:
Barbara Smith
Tommie Baughn
Carol Nunn
Ted Schmidt

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	157	34
B. Access to Information	3	2
C. Admission, Transfer, Discharge, Eviction	16	18
D. Autonomy, Choice, Exercise of Rights, Privacy	128	38
E. Financial, Property (Except for Financial Exploitation)	23	3
F. Care	133	13
G. Rehabilitation of Maintenance of Function	24	3
H. Restraints (Chemical and Physical)	5	0
I. Activities	16	2
J. Dietary	12	5
K. Environment	50	9
L. Policies, Procedures, Attitudes, Resources	23	19
M. Staffing	20	5
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	4	0
P. System/Others	65	8
Total:	679	159
Q. Complaints Other Settings	2	
Total:	840	

Number of Facilities and Beds	2006
Number of Nursing Facilities	11
Number of Beds	1035
Number of PCBH/Assisted Living Residences	24
Number of Beds	638

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	37
Number of Facility Consultations	408
Number of Individual Consultations	1482
Survey Participation	77
Resident Council Meetings Attended	220
Family Council Meetings Attended	9
Community Education	73

**Region 8 South Central Colorado Seniors, Inc.
Alamosa, Conejos, Costilla, Mineral, Rio Grande and Saguache Counties**

Frances Valdez
Director

South Central
Colorado Seniors,
Inc.
P.O. Box 639
1116 3rd Street
Alamosa, CO
81101
719-589-4511

Lead Ombudsman:
Billie Ann Washburn
Joe Cisneros

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	28	1
B. Access to Information	2	0
C. Admission, Transfer, Discharge, Eviction	3	3
D. Autonomy, Choice, Exercise of Rights, Privacy	12	6
E. Financial, Property (Except for Financial Exploitation)	2	0
F. Care	15	0
G. Rehabilitation of Maintenance of Function	2	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	4	0
J. Dietary	2	1
K. Environment	1	0
L. Policies, Procedures, Attitudes, Resources	3	0
M. Staffing	1	0
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	0
P. System/Others	1	0
Total:	76	11
Q. Complaints Other Settings	5	
Total:	92	

Number of Facilities and Beds	2006
Number of Nursing Facilities	6
Number of Beds	295
Number of PCBH/Assisted Living Residences	3
Number of Beds	74

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	7
Number of Facility Consultations	15
Number of Individual Consultations	9
Resident Council Meetings Attended	36
Family Council Meetings Attended	4
Community Education	6

**Region 9 San Juan Basin Area Agency on Aging
Archuleta, Dolores, La Plata, Montezuma and San Juan Counties**

Kristin Durso
Director

701 Camino Del
Rio, #208
Durango, CO
81301
970-259-1967

Lead Ombudsman:
Barbara Scoville

*Volunteer
Ombudsman:*
Debbie Draper

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	4	1
B. Access to Information	0	1
C. Admission, Transfer, Discharge, Eviction	0	9
D. Autonomy, Choice, Exercise of Rights, Privacy	0	1
E. Financial, Property (Except for Financial Exploitation)	2	0
F. Care	7	2
G. Rehabilitation of Maintenance of Function	1	1
H. Restraints (Chemical and Physical)	0	0
I. Activities	0	0
J. Dietary	3	0
K. Environment	0	0
L. Policies, Procedures, Attitudes, Resources	2	1
M. Staffing	0	0
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	0
P. System/Others	0	0
Total:	19	16
Q. Complaints Other Settings	0	
Total:	35	

Number of Facilities and Beds	2006
Number of Nursing Facilities	5
Number of Beds	362
Number of PCBH/Assisted Living Residences	10
Number of Beds	267

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	0
Number of Facility Consultations	3
Number of Individual Consultations	28
Survey Participation	8
Resident Council Meetings Attended	21
Family Council Meetings Attended	2
Community Education	1

**Region 10 League for Economic Assistance and Planning
Delta, Gunnison, Hinsdale, Montrose, Ouray and San Miguel Counties**

Lee Bartlett
Director

Drawer 849
Montrose, CO
81402
970-249-2436

Lead Ombudsmen:
Jane Poulos

*Volunteer
Ombudsmen:*
Kathleen Conlon
Dennis Doerer
Reta Calkins

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	5	0
B. Access to Information	3	0
C. Admission, Transfer, Discharge, Eviction	6	0
D. Autonomy, Choice, Exercise of Rights, Privacy	8	0
E. Financial, Property (Except for Financial Exploitation)	1	0
F. Care	26	0
G. Rehabilitation of Maintenance of Function	1	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	1	0
J. Dietary	3	0
K. Environment	6	0
L. Policies, Procedures, Attitudes, Resources	3	1
M. Staffing	3	0
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	0
P. System/Others	1	1
Total:	66	1
Q. Complaints Other Settings	14	
Total:	81	

Number of Facilities and Beds	2006
Number of Nursing Facilities	7
Number of Beds	555
Number of PCBH/Assisted Living Residences	11
Number of Beds	234

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	2
Number of Facility Consultations	15
Number of Individual Consultations	18
Survey Participation	8
Resident Council Meetings Attended	64
Family Council Meetings Attended	7
Community Education	2

**Region 11 Associated Governments of the Northwest Colorado
Garfield, Mesa, Moffat, Rio Blanco and Routt Counties**

Dave Norman
Director

P.O. Box
20000-5035
Grand Junction,
CO 81502
970-248-2717

Lead Ombudsman:
Dave Norman

Local Ombudsmen:
Sherry Bray
Shelly Orrell
Michelle Lefbvre
Marilyn Richardson

*Volunteer
Ombudsman:*
Jennie Quevedo

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	32	27
B. Access to Information	22	5
C. Admission, Transfer, Discharge, Eviction	13	16
D. Autonomy, Choice, Exercise of Rights, Privacy	106	112
E. Financial, Property (Except for Financial Exploitation)	9	19
F. Care	82	92
G. Rehabilitation of Maintenance of Function	11	4
H. Restraints (Chemical and Physical)	6	5
I. Activities	8	5
J. Dietary	7	46
K. Environment	4	24
L. Policies, Procedures, Attitudes, Resources	12	18
M. Staffing	16	55
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	1	0
P. System/Others	49	11
Total:	378	439
Q. Complaints Other Settings	16	
Total:	833	

Number of Facilities and Beds	2006
Number of Nursing Facilities	15
Number of Beds	1167
Number of PCBH/Assisted Living Residences	41
Number of Beds	1149

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	0
Number of Facility Consultations	89
Number of Individual Consultations	281
Survey Participation	14
Resident Council Meetings Attended	55
Family Council Meetings Attended	4
Community Education	57

**Region 12 Alpine Agency on Aging
Eagle, Grand, Jackson, Pitkin and Summit Counties**

Jean Hammes
Director

P.O. Box 2308
Silverthorne, CO
80498
970-468-0295

Lead Ombudsman:
Jean Hammes

Local Ombudsman:
Diane Temple

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	0	0
B. Access to Information	0	0
C. Admission, Transfer, Discharge, Eviction	0	0
D. Autonomy, Choice, Exercise of Rights, Privacy	0	0
E. Financial, Property (Except for Financial Exploitation)	0	0
F. Care	0	1
G. Rehabilitation of Maintenance of Function	0	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	0	0
J. Dietary	0	0
K. Environment	0	0
L. Policies, Procedures, Attitudes, Resources	0	0
M. Staffing	0	0
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	0
P. System/Others	0	0
Total:	0	1
Q. Complaints Other Settings	0	
Total:	1	

Number of Facilities and Beds	2006
Number of Nursing Facilities	1
Number of Beds	5
Number of PCBH/Assisted Living Residences	2
Number of Beds	42

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	0
Number of Facility Consultations	0
Number of Individual Consultations	0
Survey Participation	0
Resident Council Meetings Attended	0
Family Council Meetings Attended	0
Community Education	2

Region 13 Upper Arkansas Area Agency on Aging Chaffee, Custer, Fremont and Lake Counties

Stephen Holland
Director

139 W. 3rd St.
Salida, CO
81082
719-539-3341

Lead Ombudsman:
Stephen Holland

Local Ombudsmen:
Alaina Garcia-
Deterts
Carol Just

*Volunteer
Ombudsmen:*
Susan Daggett
Herman Derbort
Mary Derbort
Susan Dessimoz
Bill Ferguson
Debbie Hammel
Kristin Hegler

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	0	0
B. Access to Information	1	1
C. Admission, Transfer, Discharge, Eviction	0	0
D. Autonomy, Choice, Exercise of Rights, Privacy	2	1
E. Financial, Property (Except for Financial Exploitation)	2	0
F. Care	2	1
G. Rehabilitation of Maintenance of Function	0	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	0	1
J. Dietary	0	1
K. Environment	1	3
L. Policies, Procedures, Attitudes, Resources	0	0
M. Staffing	1	1
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	0
P. System/Others	2	0
Total:	11	8
Q. Complaints Other Settings	0	
Total:	19	

Number of Facilities and Beds	2006
Number of Nursing Facilities:	8
Number of Beds:	653
Number of PCBH/Assisted Living Residences:	8
Number of Beds:	116

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	9
Number of Facility Consultations	11
Number of Individual Consultations	554
Survey Participation	4
Resident Council Meetings Attended	31
Family Council Meetings Attended	0
Community Education	10

**Region 14 South Central Council of Governments
Huerfano and Las Animas Counties**

Mike Espinoza
Director

300 Bonaventure
Avenue
Trinidad, CO
81082
719-845-1133

Lead Ombudsman:
Carol Reynolds

*Volunteer
Ombudsman:*
Mike Espinoza

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	0	0
B. Access to Information	0	0
C. Admission, Transfer, Discharge, Eviction	1	0
D. Autonomy, Choice, Exercise of Rights, Privacy	1	0
E. Financial, Property (Except for Financial Exploitation)	0	0
F. Care	0	0
G. Rehabilitation of Maintenance of Function	0	0
H. Restraints (Chemical and Physical)	0	0
I. Activities	0	0
J. Dietary	0	0
K. Environment	0	0
L. Policies, Procedures, Attitudes, Resources	0	0
M. Staffing	0	0
N. Certification/Licensing Agency	0	0
O. State Medicaid Agency	0	0
P. System/Others	1	0
Total:	3	0
Q. Complaints Other Settings	0	
Total:	3	

Number of Facilities and Beds	2006
Number of Nursing Facilities	3
Number of Beds	320
Number of PCBH/Assisted Living Residences	2
Number of Beds	28

Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	0
Number of Facility Consultations	0
Number of Individual Consultations	0
Survey Participation	0
Resident Council Meetings Attended	34
Family Council Meetings Attended	0
Community Education	0

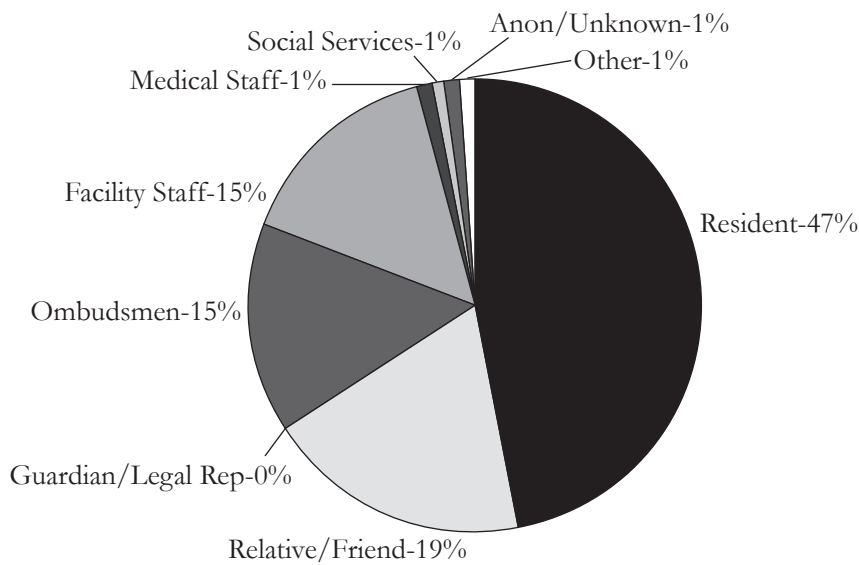
Colorado (Statewide) LTC Ombudsman Program Summary of Complaints

Ombudsman Complaint Categories	2006	2006
RESIDENTS' RIGHTS	Nursing Homes	Assisted Living Residences
A. Abuse, Gross Neglect, Exploitation	517	187
B. Access to Information	186	115
C. Admission, Transfer, Discharge, Eviction	359	306
D. Autonomy, Choice, Exercise of Rights, Privacy	1057	650
E. Financial, Property (Except for Financial Exploitation)	240	185
F. Care	1437	509
G. Rehabilitation of Maintenance of Function	283	59
H. Restraints (Chemical and Physical)	53	12
I. Activities	309	151
J. Dietary	337	242
K. Environment	384	266
L. Policies, Procedures, Attitudes, Resources	145	211
M. Staffing	314	319
N. Certification/Licensing Agency	5	20
O. State Medicaid Agency	76	73
P. System/Others	454	197
Total:	6156	3502
Q. Complaints Other Settings	153	
Total:	9811	

Number of Facilities and Beds	2006
Number of Nursing Facilities	220
Number of Beds	20265
Number of PCBH/Assisted Living Residences	471
Number of Beds	13748

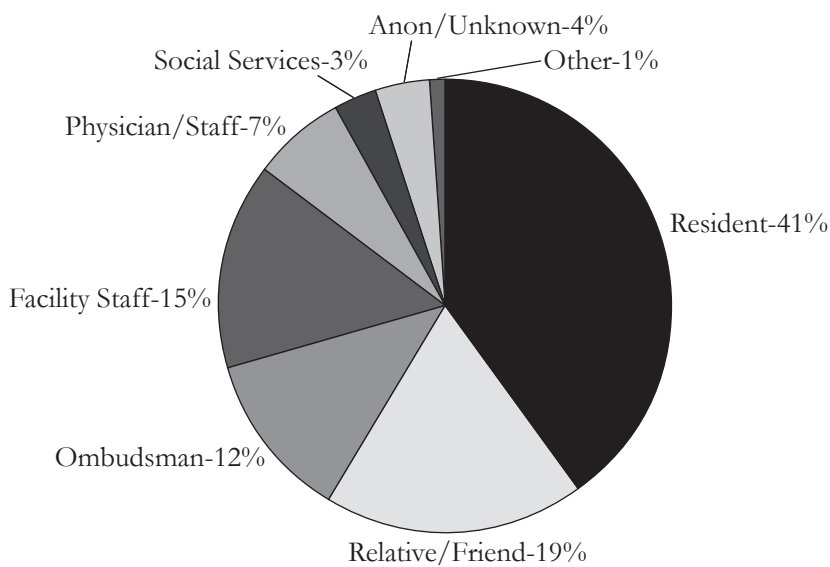
Other LTC Ombudsman Activities	
Number of Facility Staff Training Sessions	178
Number of Facility Consultations	2815
Number of Individual Consultations	8014
Survey Participation	444
Resident Council Meetings Attended	1497
Family Council Meetings Attended	138
Community Education	490

Who Makes Complaints Regarding Assisted Living Residences?



Complaints regarding assisted living residences made up 33% of total complaints in 2006. In Colorado there are 471 assisted living residences with 13,748 residents.¹

Who Makes Complaints Regarding Nursing Homes?



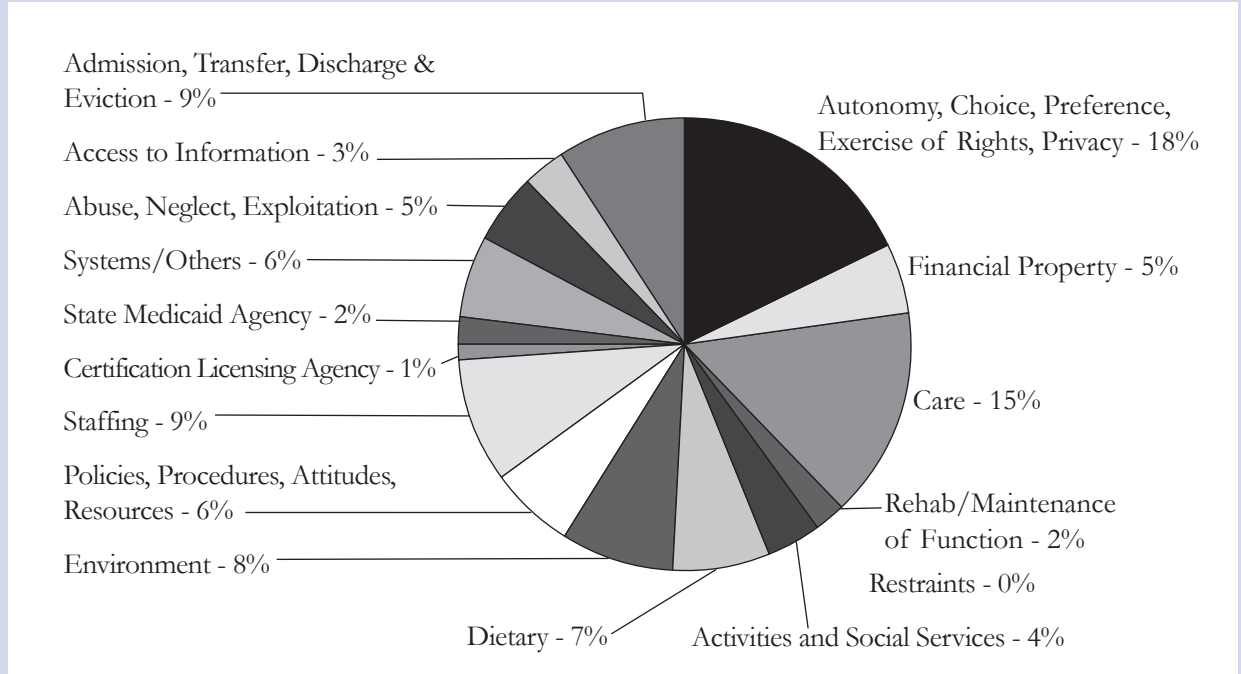
Complaints regarding nursing homes made up 66% of total complaints in 2006. In Colorado there are 220 nursing homes with 20,265 residents.¹

¹Complaints in Other Settings, such as home care, hospital or hospice, public or other congregate housing not providing personal care or services from an outside provider, were 50 (or 1%) of the total number of complaints to the Colorado Long Term Care Ombudsman program in 2006.

What Types of Complaints are Made Regarding Assisted Living Residences?

Top Four Complaints in Assisted Living Residences:

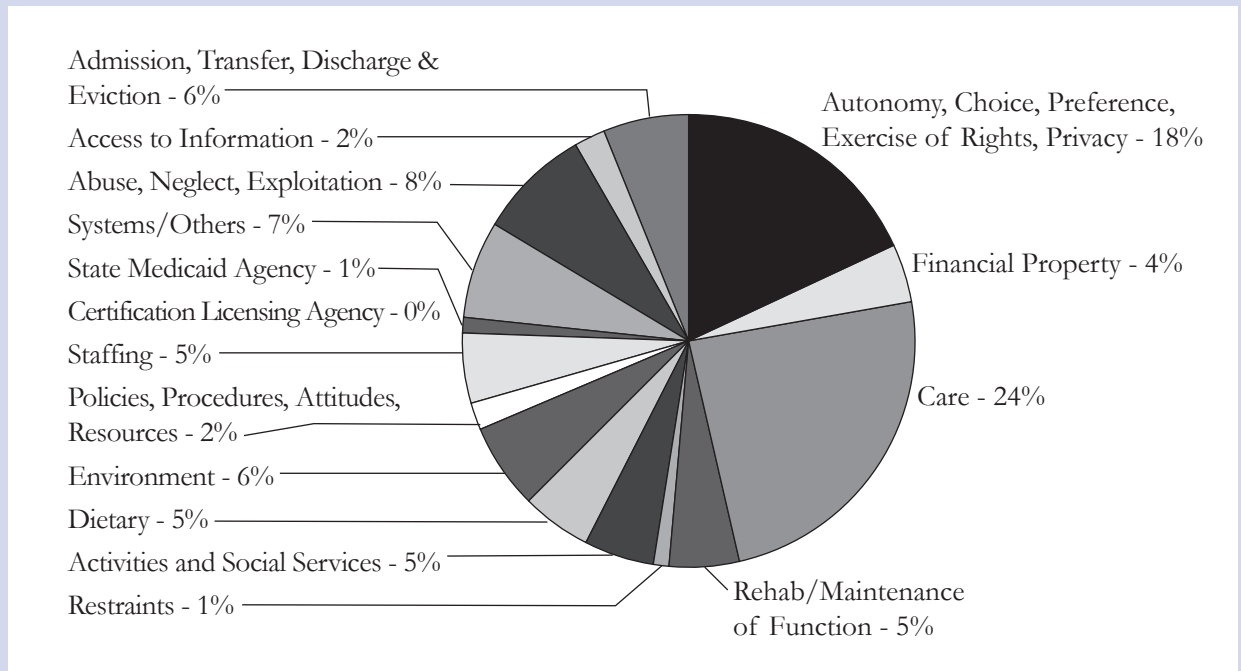
1. Autonomy, Choice, Exercise of Rights, and Privacy (18%)
2. Care (15%)
3. Admission, Transfer, Discharge & Eviction (9%)
4. Staffing (9%)



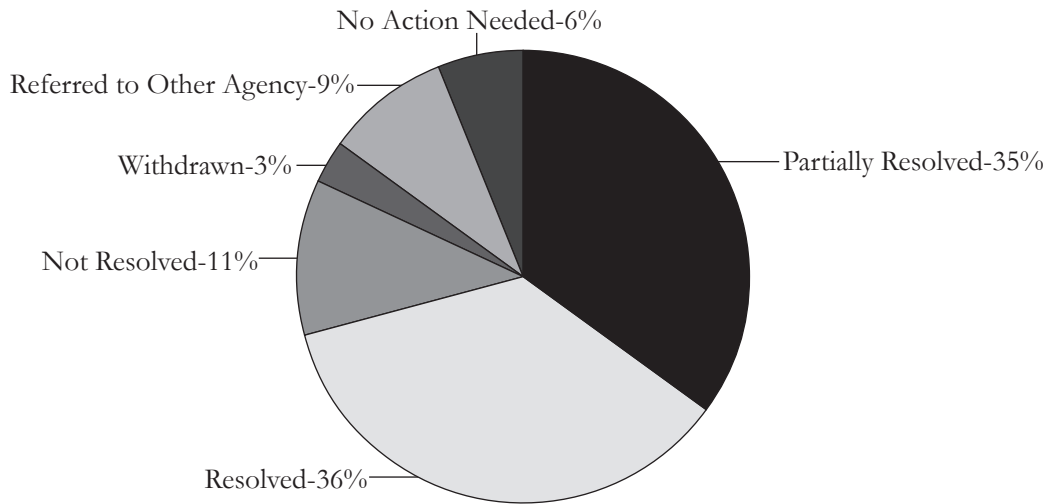
What Types of Complaints are Made Regarding Nursing Homes?

Top Three Complaints in Nursing Homes:

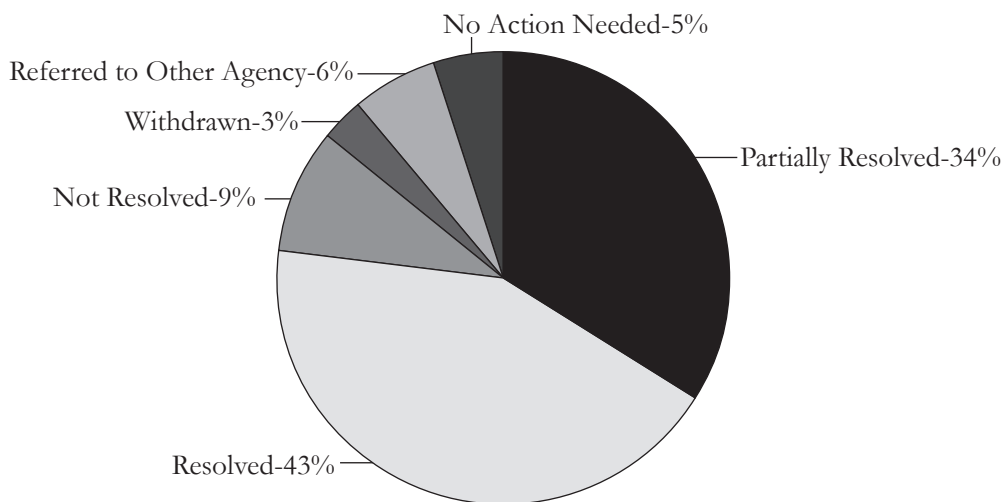
1. Care (24%)
2. Autonomy, Choice, Exercise of Rights, and Privacy (18%)
3. Abuse/Neglect and Exploitation (8%)



Ombudsman Action on Complaints Made Regarding Assisted Living Residences in 2006*



Ombudsman Action on Complaints Made in Nursing Homes in 2006*



*These charts speak to satisfaction from the resident or complainant's point of view. Those complaints that are shown as "not resolved (to the satisfaction of the complainant)" are often as a result of systemic or resident-to-resident issues, family conflict, or complaints not made in good faith.

The Legal Center for People
with Disabilities and Older People



Colorado's Protection & Advocacy System

455 Sherman Street, Suite 130
Denver, Colorado 80203-4403
Toll Free 800-288-1376
303-722-0300 / 303-722-3619 TTY
303-722-0720 Fax
tlcmail@thelegalcenter.org
www.thelegalcenter.org