

The Senior Alliance

Long Term Care Ombudsman

This data represents the work of the Long Term Care Ombudsmen designated to serve The Senior Alliance’s service area of western Wayne County and Downriver.

(October 1, 2022 to September 30, 2023)

<u>Ombudsman</u> 1.5*
<u>Bed Count</u> 9,780
<u>Nursing Homes</u> 37
<u>Nursing Home Beds</u> 4,799
<u>Adult Foster Care Facilities</u> 359
<u>Adult Foster Care Beds</u> 2,240
<u>Homes for the Aged</u> 37
<u>Homes for the Aged Beds</u> 2,741

Advocacy

371	555
Facility Visits – Routine and Non-Routine	Case Investigation Complaints

Education

828	31	4
I&A to Resident, Family, or Community Member	I&A to Facility Staff	Community Education Event

Top 3 Complaints

Care Concerns	Autonomy & Rights	Admission & Discharge
Failure to plan, provide, and deliver good quality care.	Failure to honor resident’s right or preferences.	Issue with admission, transfer, discharge or eviction.

**The Senior Alliance has enough funding for one ombudsman but has hired an additional part-time employee with ARPA funding. This ARPA funding expires September 30, 2024.*