



Facility Monitoring

Goal: Meet 80% of Recommended Minimum Number of Visits to Facilities.

Total Number of Facilities to Be Visited FY 2014/15: **4,500**

Accomplished:

of Facilities Visited

May

360

of Facilities

YTD

4,114

Facility Coverage Plan Achieved to Date

78%



Volunteers

Annual Goal	Ombudsmen in Training	Newly Certified Ombudsmen	Total
40 Volunteer Ombudsmen			35
Volunteer Hours Donated		May	Year To Date
		512	5,475



Complaint Investigation

Goal: Investigate 1,450 Complaints with a resolution rate of 80%

Accomplished:

Complaints Investigated | Complaints Investigated

May

122

YTD

1,489

Complaints Resolved to the Satisfaction of the Residents

94%



Most Common Complaints in May:

1. Care Issues
2. Activities & Social Services
3. Abuse, Gross Neglect, Exploitation



Facility and Community Education

Annual Goal	Achieved May, 2015	Achieved Year to Date
Provide 20 in-service trainings to facility staff.	7	38
	Topics: Care Issues, Resident's Rights, Admission Policies, Community Resources	
Conduct 15 community education events.	13	56
	Silicon Valley Gives Reception	
Conduct 250 consultations with individuals.	38	315
	Topics: Placement info, Care issues, Advance Healthcare Directives	





Systems Advocacy

Annual Goals:

1. Maintain supportive partnerships in San Mateo County with Aging & Adult Services, Adult Abuse Prevention Collaborative, Adult Protective Services, Office of the Public Guardian, Legal Aid Society, Golden Gate Regional Center, local law enforcement, Departments of Public Health and Social Services, San Mateo County Dental Coalition, Family Caregivers Alliance, Hospital Consortium.
2. Reduce use of psychotropic drugs in nursing homes.
3. Reduce occurrence of abuse.
4. Reduce hospital Readmits.
5. Transition long-term care residents who wish to return home.

