

## Facility Monitoring

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

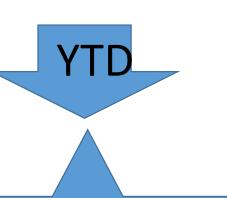
Total Number of Facilities to Be Visited FY 2014/15: 4,500

Accomplished:

# of Facilities Visited
Visited



# of Facilities





# Volunteers

Annual GoalOmbudsmen<br/>in TrainingNewly<br/>Certified<br/>OmbudsmenTotal



40 Volunteer			35
Ombudsmen			
Volunteer Hours Donated		May	Year To Date
		512	5,475

Facility Coverage Plan Achieved to Date

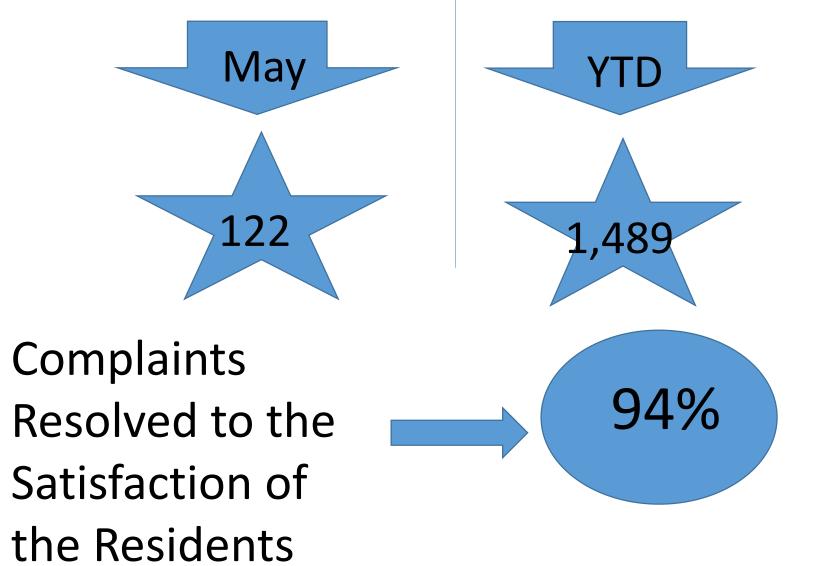


## Complaint Investigation

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

#### Accomplished:

Complaints Investigated Complaints Investigated





### 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	<image/>
	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.
- Reduce occurrence of abuse. 3.



- 4. Reduce hospital Readmits.
- 5. Transition long-term care residents who wish to return home.