



## Facility Monitoring

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

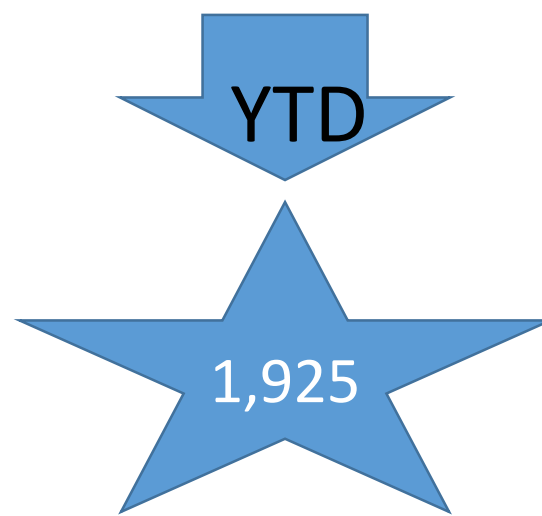
Total Number of Facilities to Be Visited FY 2015/16: **4,750**

**Accomplished:**

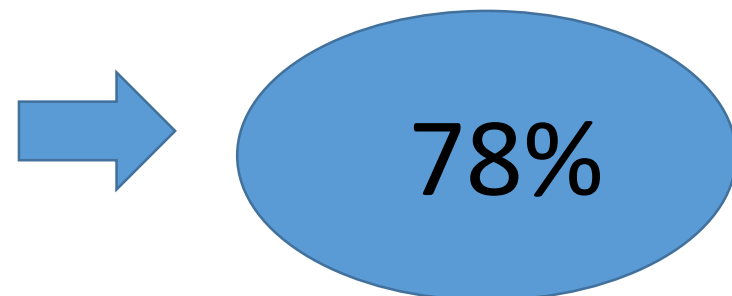
# of Facilities Visited



# of Facilities Visited



Facility Coverage Plan Achieved to Date



## Volunteers

Annual Goal	Ombudsmen in Training	Newly Certified Ombudsmen	Total
40 Volunteer Ombudsmen	3	2	38
Volunteer Hours Donated		Nov	Year To Date
		595	3,305

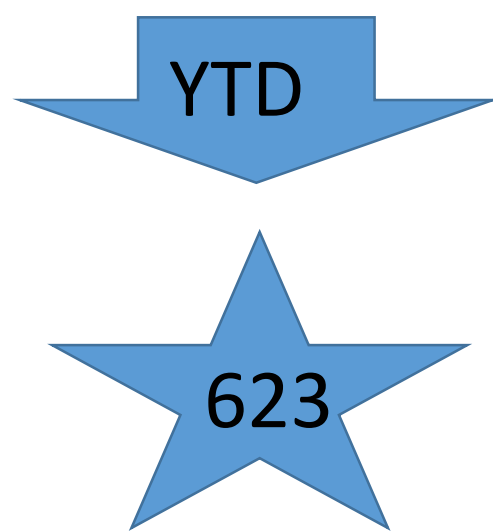


## Complaint Investigation

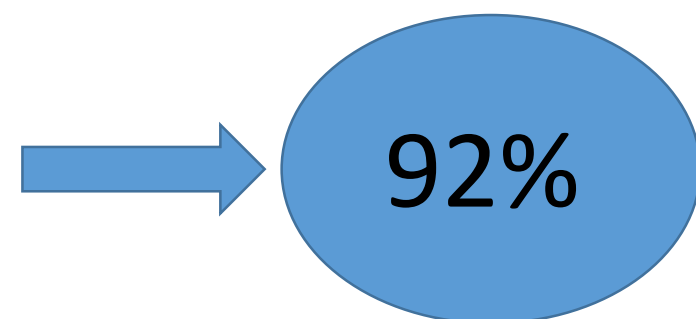
**Goal:** Investigate 1,500 Complaints with a resolution rate of 80%

**Accomplished:**

Complaints Investigated | Complaints Investigated



Complaints Resolved to the Satisfaction of the Residents



### Most Common Complaints in June:

1. Care Issues
2. Admissions/Transfer
3. Abuse/Neglect



## Facility and Community Education

Annual Goal	Achieved Nov. 2015	Achieved Year to Date
Provide 20 in-service trainings to facility staff.	7	11
Conduct 250 consultations with facility staff (resident care, discharge planning)	23	82
Conduct 15 community education events.	7	19
Conduct 250 consultations with individuals.	45	152
	Topics: Placement Issues, Admissions Policies & Practices, Community Resources	





## 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.

