

BARRIERS AND CHALLENGES

While the visitation restrictions were significantly loosened during FY2022, many residents continued to suffer from social isolation. In addition, resident council meetings were not held consistently as required by federal law due to nursing homes stating they needed to cancel the meetings due to COVID-19 outbreaks. Ombudsmen reported that in some nursing homes, no attempt was being made to resume resident council meetings. Another challenge observed by the Ombudsman Program is that specialized mental health rehabilitation facilities (SMHRFs) are not required to notify the Ombudsman Program when an involuntary discharge is issued. This lack of notification has led to missed opportunities to inform residents about their appeal rights.

RECOMMENDATIONS

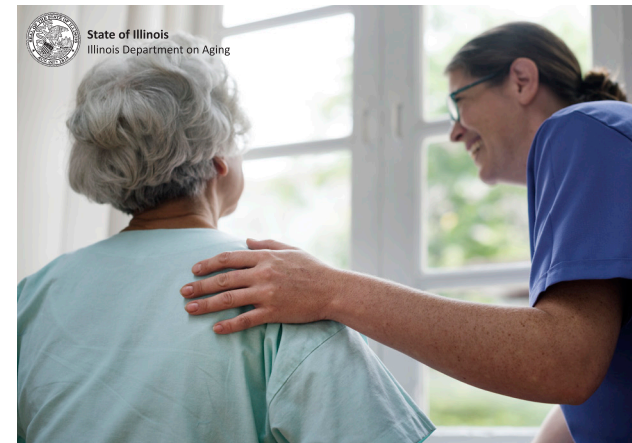
The recommendation from the Office of the State Long-Term Care Ombudsman continues to be to strike a balance between infection control measures and the psycho-social well-being of residents. The Office recommends that all nursing homes work to resume resident council meetings. The Office also recommends that SMHRFs be required to notify the Ombudsman Program when issuing involuntary discharge notices to residents.



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Contact your local Area Agency on Aging
or the Senior HelpLine at **1-800-252-8966;**
711 (TRS) for more information about
available services and programs in
your community.

The Illinois Department on Aging does not discriminate against any individual because of his or her race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, gender identity, pregnancy, or unfavorable discharge from military service in admission to programs or treatment of employment in programs or activities. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information call the Senior HelpLine: 1-800-252-8966; 711 (TRS).



ILLINOIS LONG-TERM CARE OMBUDSMAN PROGRAM



FY2022 Annual Report



FISCAL YEAR 2022

Annual Report

FY2022 continued to be a challenging year for many residents of long-term care facilities as they faced another year of struggles related to the COVID-19 pandemic. Though the vaccines brought a great deal of relief and minimized the continued physical impact of the disease, many residents continued to face isolation due to mitigation efforts.

FUNDING

Long-Term Care Ombudsman Program

In FY2022, the expenditures for the Ombudsman Program totaled \$8,262,034. The Program expended \$2,232,849 in traditional federal funds as well as an additional \$121,432 in CARES Act funding. The Program expended \$4,082,722 in state funds while local funding for the program totaled \$625,032. And finally, the Program received \$1,200,000 from the Long-Term Care Provider Fund.

Home Care Ombudsman Program

Beginning in FY2014 and continuing into FY2022, the Long-Term Care Ombudsman Program expanded its services to include advocacy for seniors and persons with disabilities who live in the community and receive managed care services through the Medicare-Medicaid Alignment Initiative (MMAI) or who live in the community and receive Medicaid waiver services. Fiscal Year 2022 funding came from two sources: a federal grant through the Duals Demonstration Program and state funds.

ROUTINE VISITS

Ombudsmen made 13,258 visits to 1,647 long-term care facilities. There were 145,765 beds in long-term care facilities in Illinois during FY2022.

COMPLAINTS AND INFORMATION & ASSISTANCE

The Ombudsman Program handled 7,823 complaints during FY2022. Out of 5,901 nursing facility complaints, 4,891 complaints were verified. There were 1,922 complaints in the other facility settings covered by the Ombudsman Program and 1,583 of those complaints were verified. Of all complaints, 5,500 were resolved or partially resolved to the satisfaction of the resident or complainant.

The largest single complaint investigated by the Illinois Ombudsman Program was response to requests for assistance, which is often seen as delayed call light response. The Program investigated:

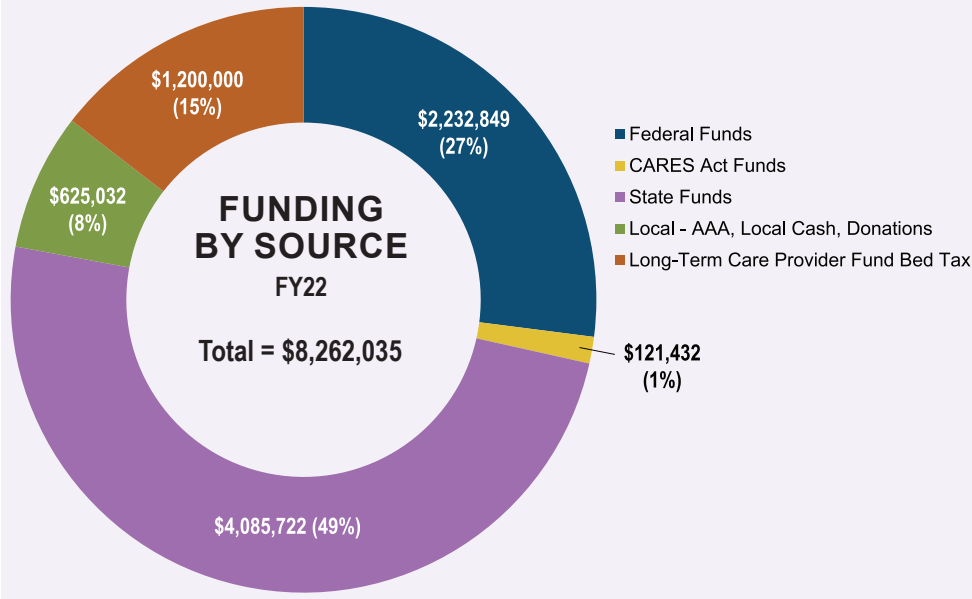
- 472 Complaints Relating to Response to Request for Assistance
- 382 Complaints Relating to Personal Property
- 352 Complaints of Improper Discharges
- 317 Complaints related to Live in Less Restrictive Settings
- 327 Complaints related to Failure to Respond to Requests for Assistance

There were 40,842 information and assistance activities handled by the Ombudsman Program.

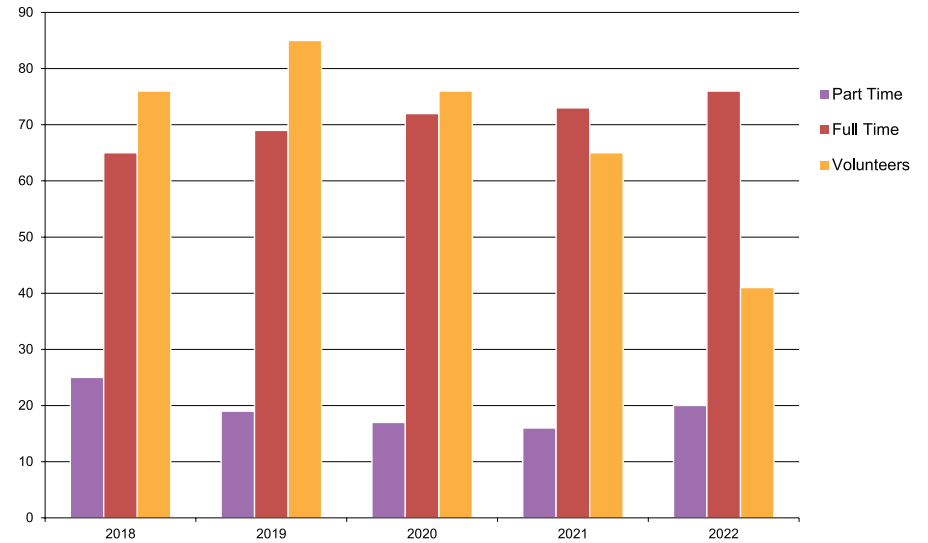
POLICY CHANGES

The Office of the State Long-Term Care Ombudsman released updated guidance for in-person visitation by ombudsmen in response to the COVID-19 pandemic.

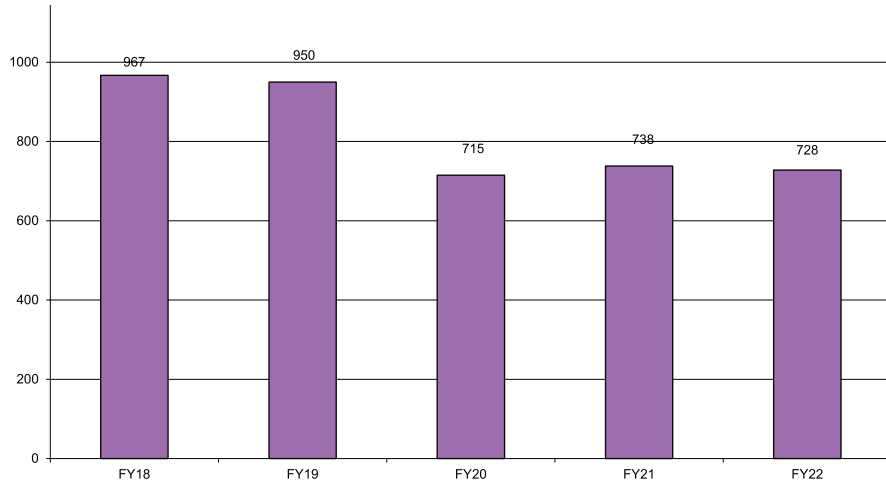
Illinois Long-Term Care Ombudsman Program 2022 Data



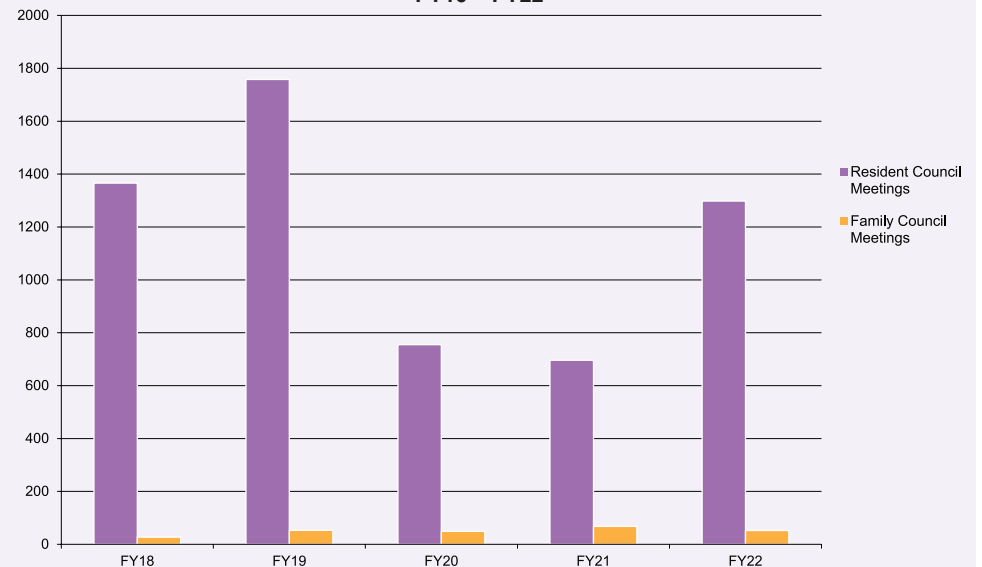
NUMBER OF OMBUDSMEN FY18 – FY22



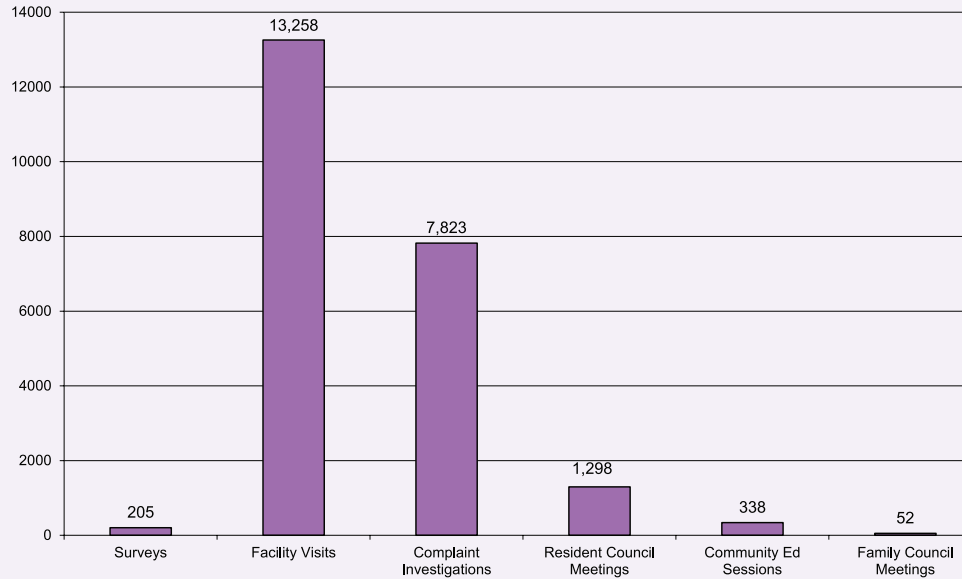
NUMBER OF RESIDENTIAL CARE COMMUNITY FACILITIES FY22



RESIDENT AND FAMILY COUNCIL MEETINGS ATTENDED FY18 – FY22



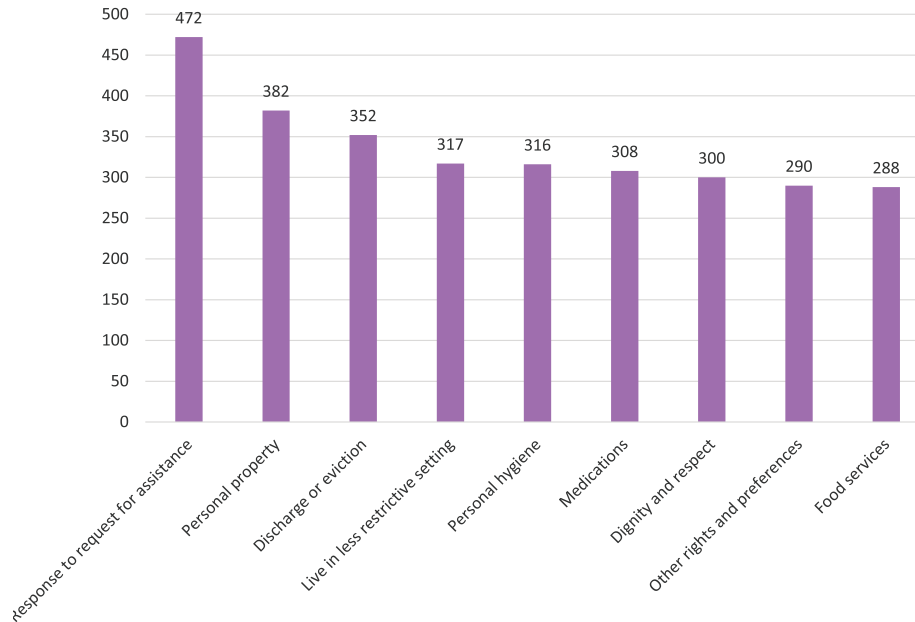
NUMBER OF ACTIVITIES AND SERVICES PERFORMED FY22



FY22 CASE AND COMPLAINT SUMMARY

	Opened Cases	Closed Cases	Complaints
FY18	5,309	5,101	7,679
FY19	6,475	6,345	9,513
FY20	4,597	4,371	6,551
FY21	4,606	4,558	7,175
FY22	--	5,053	7,823

MOST FREQUENT COMPLAINTS FY22



FY22 ANALYSIS OF COMPLAINT CATEGORIES

