

Appendix E: Most Frequent Requests/ Needs of Individuals Who Call Ombudsman Programs, by State, 1996-98

State	Fiscal Year	Local Programs (1 st request)	State Program (1 st request)	Local Programs (2 nd request)	State Program (2 nd request)	Local Programs (3 rd request)	State Program (3 rd request)
AK	1996		App for State Benefits		Contracting/ Assessing Care		Communication with Family
AK	1997		Hlth Cr Trsts/Medicaid Waiver		Development Of Care Plans		Consumer Fraud
AK	1998		Nav. LTC System/Options		Developing a Care Plan		Is the Care Adequate?
AL	1996	Poor Care	Lack Of Staff	Lack Of Staff	How to Choose a Home	Inappropriate Discharge	Staff Correcting Problem
AL	1997	Lack Of Staff	Lack Of Staff	Intimidation Of Res/Families	Medicaid Issues	Dealing with Difficult Patients	How To Choose a Home
AL	1998	Facility Threatening Dischrg	Bed Availability	Bedhold/Readmission	Medicaid Eligibility	Lack Of Pers Care, Feeding	Fac. Threatening Discharge
AR	1996	How To Choose a Home	Basic Nursing Home Info	Basic Information On Facilities	How Staffing Is Determined	Resident Rights	Admission Procedure.
AR	1997	Info on Local Facilities	Involuntary Trans/ Discharges	Medicaid Eligibility	Medicaid	Resident Care	
AR	1998	Medicaid Eligibility	Information on Finding a Home	NH Placement Information	Medicaid Eligibility	Resident Rights	Discharge Issues
AZ	1996	Transfer/Discharge	Placement	Community Resources	Community Resources	Quality Of Care	Quality Of Care
AZ	1997	Discharge/transfer Issues	Placement Issues	Resident Rights	Community Resources	Role of Ombudsman Program	Quality of Care
AZ	1998	Community Resources	Medicaid Information	Resident Rights	Selecting a SNF	Selecting a SNF	Adult Care Home Info
CA	1996	Medi-Cal	Abuse In SNF	Medicare	Dental Care Issues in SNF	SSI and SSP	
CA	1997	Info re Advance Directives	Legal Representation	Info re Rts/Benefits/Services	Operation Restore Trust	Dischrg/Eviction/Rm Assign	Advance Directives
CA	1998	Advance Directives	Placement Assistance	Elder Abuse	Legal -- Conservatorship	Discharge/Eviction/Placement	Resident Rights
CO	1996	Residents Rights	Choosing a Nursing Home	Food	Trans. And Discharge	Call Bells	Staffing
CO	1997	LTC Options	Referral to Local Program	Decision-Making	Referral for Information	Regulatory Information	Legal Issues
CO	1998	Facility Information	Choosing a Facility	Residents' Rights	Handling Complaints	Community Resources	Legal Issues
CT		No data for 96-98					
DC	1996	Abuse, Verbal/Mental	Admission Contract, Procedure	Abuse, Physical	Bed Shortage; Placement	Access to Own Records	Info re Rts/Benefits/Services
DC	1997	Access to Omb/Visitors	Info re Rts/Benefits/Services	Info re Rights/Benefits/Services	Legal: Guard, Cons, Pwer Attny	Access to Facility Survey	Bed Hold: Notice, No Hold

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DC	1998		Info re Rights/Benefits/Servs	Info Re Medical Condition	Admission Contract, Procedure	Exercise Choice, Civil Rights	Legal: Guard,Cons,Pwr Attny
DE		No data for 96-98					
FL	1996	Residents' Rights	Resident Rights	Facility Information	Selecting A Nursing Home	Legal Resources & Info	Payment Issues
FL	1997	Placement: Homes & Prices	Sunshine Law	Residents' Rights	Investment/Documentation	Restraints	Laws, Rules & Regulations
FL	1998		Sunshine Law		Investment /Documentation		Laws, Rules & Regulations
GA	1996	NH Care/Services/Policies	LTCO Program	Pers Care Hm Service/Policies	NH Care/Services/Policies	Residents' Rights	NH Admission/Discharge
GA	1997	Residents' Rights	NH Admission/Discharge	Nursing Home Services/Care	Nursing Home Services/Care	NH Admission/Discharge	Pers Care Home Admission
GA	1998	NH Services/Care	NH - Admission Discharge	Ombudsman Program	Ombudsman Program	NH - Admission/Discharge	NH - Services/Care
HI	1996		Resident Rights		Selection Of Home		Discharge And Transfers
HI	1997		Placement In LTC		Community LTC Resources		
HI	1998		Community Resources		Costs Of NEs		Placement Options

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IA	1996	No Local Ombuds Programs	Residents' Rights		Transfer Issues		Staffing Concerns
IA	1997	No Local Ombuds Programs	Residents' Rights	No Local Ombuds Programs	Transfer Issues		Staffing Concerns
IA	1998	No Local Ombuds Programs	Residents' Rights	No Local Ombuds Programs	Transfer Issues		Staffing Concerns
ID	1996	Info on Advance Directive	Varied	Access To Ombuds/Visitors	Res/Family Council Interference	Info Re. Medical Cond/Treatm	Family Conflicts
ID	1997	Family Conflict	Family Conflict	Legal Issues	Rights	Services	Services
ID	1998	Legal	Residents' Rights	Residents' Rights	Access	Access	Legal
IL	1996	Facility Selection Information	Referrals To Reg. Programs	Residents' Rights		Facility Payment Methods	
IL	1997	How To Select A NF	Referrals To Reg. Programs	Residents' Rights		NF Payment And Eligibility	
IL	1998	Placement Selection Info	Placemnt Process/Select Info	Payment & Eligibility	Reg. Ombudsman Programs	Residents' Rights	Residents' Rights
IN	1996	Residents' Rights	Residents' Rights	Selecting A Facility	Ombudsman Program	Medicare/Medicaid	Transfer/Discharge
IN	1997	Residents' Rights	Residents' Rights	Selecting A Facility	Selecting A Facility	Medicare/Medicaid	Ombuds Program Referrals
IN	1998	Residents' Rights	Residents' Rights	Medicaid/Care	Selecting A Facility	Selecting A Facility	Other
KS	1996		Care Planning		Involun Transfer And Discharge		Resident Rights
KS	1997	NA	Financing Nursing Care		How to Complain To Licensing		Nursing Home Regulations
KS	1998	Finances	Finances	Medication	Medication	End-of-Life Issues	End-of-Life Issues
KY	1996	Abuse	Placement/Admission	Admission/Placement	Transfer/Discharge	Patient Care	Patient Care
KY	1997	Bed Short; Placement	Info re Rights\Benefits\Srvices	Access to Ombudsman\Visitors	Bed Shortage and Placement	Info re Rts\Benefits\Services	Non-Covered Services
KY	1998	Bed Shortage & Placement	Info re Rights\Benefits\Srvices	Access to Ombudsman\Visitors	Bed Shortage and Placement	Info re Rts\Benefits\Services	Non-Covered Services
LA	1996	Choosing A Nursing Home	Specific Rights, Requirements.	Ombudsman Program	Choosing A Nursing Home.	Specific Rights& Regs	Program Info, Materials.
LA	1997	NH Rules, Regs, Services	Regulations	Choosing A Nursing Home	Choosing A Nursing Home	Medicaid/Eligibility	Program Information
LA	1998	Choosing a Nursing Home	Choosing a Facility	Residents' Rights	NH Regulation & Requirements	Medicare/Medicaid	Ombudsman Program Info

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MA	1996	Choosing a Facility	Resident Rights	Transfer, Discharge Rights	Choosing a Facility	Residents' Rights	Medicaid Eligibility
MA	1997	Residents' Rights	Choosing A Nursing Home	Choosing A Nursing Home	Residents' Rights	Restraint Issues	Admission Contract Issues
MA	1998	Residents' Rights	Choosing a Facility	Transfer And Discharge	Residents' Rights	Choosing a Facility	Transfer And Discharge
MD	1996	Placement/Quality Of Care	Nursing Home Information	Residents' Rights	Abuse, Neglect Or Exploitation	Ombudsman Program	Ombudsman Program
MD	1997	NH Admission Contracts	General NH Information	Medical Assistance Issues	Med Assistance Requirements	General NH Information	Information on Elder Abuse
MD	1998	No data for 1998					
ME	1996	Medicaid Medical Eligibility	Medicaid Medical Eligibility	LTCOP Program	Residents' Rights	Spousal Impoverishment	How To Access LTC
ME	1997	What Is An Ombudsman?	Resident Rights Issues	Maintaining Confidentiality	Placement/Home Care Issues	Residents' Rights	Medicaid Appeals
ME	1998	Referral to Other Agency	Placement/Home Care Issues	Regs/Policies/Procedures	Medicaid Appeals	Residents' Rights	Resident Rights/Care
MI	1996	Finding, selecting Services	LTC Requirements	Paying For LTC Services	Policy Issues and Options	Information about LTC System	Same as Local Ombudsmen
MI	1997	How to Select LTC Services	Pending Policy Changes	Medicare And Medicaid	Medicare and Medicaid	Care And Residents' Rights	Care And Residents' Rights
MI	1998	Selection Of LTC Services	Medicaid Eligibility	Medicaid Eligibility	Policy Issues	LTC Insurance	Data

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MN	1996	Financial	Licensure	Residents' Rights	Financial	Licensure	Abuse/Neglect
MN	1997	Financial Concerns	Financial Issues	Residents' Rights	Residents' Rights	Staff(Attitude, Shortage, Trng)	Staff(Attitude, Shortage,Trng)
MN	1998	Restraint Reduction	Restraint Use/Abuse	Residents' Rights	Health Care Directives	Resident Care Standards	Residents' Rights
MO	1996	Placement/Choosing a NH	Placement/Choosing a NH	Medicaid/Medicare/Billing	Medicaid/Medicare/Billing	Guardianship	Transfer/Discharge
MO	1997	Placement	Placement	Residents' Rights	How To Complain	Regulations	Advance Direct/End of Life
MO	1998	Medicaid/Medicare/Billing	Role of the Ombudsman	Placement/Choosing a NH	Choosing A Nursing Home	Residents' Rights	Medicaid/Medicare/Billing
MS	1996	No data					
MS	1997	Ombuds Program/Services	Elder Abuse Reporting	Residents' Rights/Care	Residents' Rights/Care	Staff Shortage	NH/PC Reimbursement
MS	1998	No data					
MT	1996	Residents' Rights	Residents' Rights	Daily Care	Medicaid Issues	Availability Of Services	Transfer And Discharge
MT	1997	Residents' Rights	Transfers & Discharges	Transfer & Discharge Issues	Residents' Rights	Daily Care	Medicaid Eligibility
MT	1998	Care Plan Issues	Medicaid Eligibility	Quality Of Care	Residents' Rights	Complaint Issues	Quality Of Care Issues
NC	1996	Placement Issues	Placement Issues	Resident's Rights/QualityCare	Medicaid Eligibility	Transfer/Discharge	Transfer/Discharge
NC	1997	Placement	Quality Of Care Issues	Resident's Rights	Selection Of Facility	Regulations/Quality of Care	Legal and Payment Issues
NC	1998	LTC Placement	Choosing a Care Facility	Residents' Rights	Residents' Rights, Care Issues	Quality Care Issues	Transfer/Discharge Info
ND	1996	N/A	Transfer/Discharge		Billing Charges		Admissions Agreement
ND	1997	N/A	Guardianship	N/A	Ombudsman Program	N/A	Transfer/Discharge
ND	1998	Same As State	Guardianship		Ombudsman Program		Transfer/Discharge
NE	1996		Discharge Issues		Legal Issues		Staff Attitudes
NE	1997	Privacy	Room Transfers	Call Lights	Medicare	Food	Guardianships
NE	1998	Privacy	Discharge	Call Lights	Mental Health	Food Preferences	Guardianships
NH	1996	N/A	Issue w. Family Member	N/A	Guardianship/POA Issues	N/A	Medicaid/Medicare Issues
NH	1997	N/A	Internal Family Conflicts	N/A	Long-Term Care Information	N/A	Hlth Pwr Attny, Guardianship
NH	1998	N/A	Internal Family Conflicts	N/A	Long-Term Care Information	N/A	Hlth Pwr Attny, Guardianship

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NJ	1996		Medicaid and Medicare		Billing Procedures		Care Negligence
NJ	1997		Referral to Other Agencies		Quality Of Care/Life Issues		
NJ	1998	Patients' Rights	Payment For Services	Referral to Ombudsman	Min Licencing Standards/Care	Quality Of Life/Care	Transition To Medicaid
NM	1996	Choosing A Nursing Home	Allegations Abuse & Neglect	Alzheimer's & Other Dementias	Choosing a Nursing Home	Community Resources	Short Staffing
NM	1997	Placement	Placement	Residents' Rights	Residents' Rights	Community Relations	Community Resources
NM	1998	Staff Shortage	Staff Shortage	Abuse, Neglect, Exploitation Is	Abuse, Neglect, Exploitation	Transfer, Discharge Issues	Transfer and Discharge
NV	1996	Placement	Placement	Financial Issues	Financial Issues	Access To Health Care	Access To Health Care
NV	1997		Placement Issues		Financial Issues		Access To Health Care
NV	1998		Financial		Placement Issues		Legal Issues

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NY	1996	Admissions	Admissions	Discharges	Discharges	Patient Rights	Patients' Rights
NY	1997	Admissions	Admissions	Discharges	Discharges	Patient Rights	Residents' Rights
NY	1998	Admissions	Admissions	Discharges	Discharges	Patient Rights	Residents' Rights
OH	1996	Placement Information	Benefits, Rights	Rights And Regulations	Regulation	Benefits	Placement Information
OH	1997	Service Location Assistance	Restraints	Restraints	Benefits	Benefits	Regulation On Staffing
OH	1998	Placement Assistance	Benefits	Residents' Rights	Residents' Rights	Resident Care Issues	Resident Care
OK	1996	Staffing	Nursing Facility Requirements	Residents 'Rights	Nursing Home Regulations	Nursing Home Regulations	Ombudsman Program
OK	1997	Staffing Ratios	Ombudsman Prog./ Volunteers	Facility Selection	Residents' Rights	Ombudsman Program	Statutes and legislation
OK	1998	Selection of Facility	Comp Info to Select Facility	Ombudsman Program	Comp. Res. (Self Advocacy)	Facility & Financial Rules	Staffing/other Rules
OR	1996		Resident Placement		Access To Ombudsman/Visitors		Rights/Benefits/Services Info
OR	1997		Facility Placement		Access To Facility Survey		Information of Rts, Benefits
OR	1998	Info re. Rights, Benefits	Access To Survey, Placement	Staffing	Information Re: Rights, Benefits	Residents' Rights	Legal: Guardianship, Conserv
PA	1996	Financial/Costs	Nursing Home Information	Nursing Home Information	Advance Directives	Residents' Rights	Finances/Medicaid
PA	1997	Residents' Rights	Medical Assistance	Financial	Nursing Home Information	Selecting A Facility	Advance Directives
PA	1998	Residents' Rights	Transfer/Discharge	Selecting A LTC Facility	Medical Assistance	Transfer/Discharge	Financial Issues
PR	1996	LTC Ombudsman Program	LTC Ombudsman Program	Institutionalization	Institutionalization	B&C Regs. & Guidelines	B&C Regs & Guidelines
PR	1997	Institutionalization	Institutionalization	Regulations	Funds Available for Service	Ombudsman Program	Regulations For B&C
PR	1998	Elderly Legal Rights	Institutionalization	Board & Care Regs.	Regulations Re. Board & Care	Institutionalization	Family Conflicts
RI	1996		Nursing Home Placement	None	Financial Issues		Res/Fam Links Outside State
RI	1997		Finan, Eligibility, Transferences		HMO Rules And Regulations		Placement, Guard/Pwr Attny
RI	1998	No data					
SC	1996	Room Change, Intrafacility	Other: Specify	Other: Specify	Bed Shortage; Placement	Choose Pers Phys, Pharmacy	Personal Hygiene

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SC	1997	Abuse, Physical	Denial Of Eligibility		Symptoms Unattended, Notice		Accidents, Improper Handling
SC	1998		Bed Shortage; Placement		Restraints: Assessment, Use,		Confinement Against Will
SD	1996	Quality Of Care Issues	Clarify Medicare/Medicaid Law	Assisted Living Issues	Clarify Health Dept. Function	Residents' Rights	Restraints
SD	1997	Residents' Rights	Residents' Rights	Working With Diff Residents	Clarify Regulations	Fac Resp. vs Resident Resp.	Transfer Regulations
SD	1998	Staffing Requirements	Staffing Requirements	Resident Sexual Behavior	Clarify Routine Services		Clarify Ombudsman Program
TN	1996	PAE, Medicaid		Nursing Home Placement		Financial Problems	
TN	1997	Medicaid Issues	Info on NH Selection	Admissions Procedures	Quality of Care	Selecting a Nursing Home	Financial Eligibility
TN	1998	Nursing Home Admissions	Questions Re Long-Term Care	Nursing Home Laws, Regs	Financial Assistance	Invol Discharge/Trans, DNR	Nursing Home Regulations
TX	1996	Choosing a NH / Placement	Choosing A Facility	Financial Assistance / Eligibility	Care Issues	Residents' Rights	Access Resources/Medicaid
TX	1997	Choosing a Fac., Placement	Choosing A Facility	Financial Eligibility / Assistance	Care Issues	Residents' Rights	Access Resources/ Medicaid
TX	1998	Choosing A Nursing Facility	NF Info: Choosing, Comparing	Medicare, Medicaid	Residents' Rights /Texas Laws	Ombudsman Program Service	Discharge Info And Advocacy

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UT	1996	Referrals	Choosing A LTC Facility	Residents' Rights	Residents' Rights	Staffing	Staffing
UT	1997		Discharge/Hearings		Guardianship/Competency		Residents' Rights
UT	1998	No Data					
VA	1996	Info on Ombudsman Prog.	Info on LTC Providers	Info on Providers, Services	Info on Ombudsman Program	Info on Aging-Related Issues	Info re LTC Svcs & Bnfts
VA	1997	Info on Ombudsman Prog.	General Info on LTC	Other, Incl. Legal Services	Info about Specific Facilities	Info on Specific Facilities	Info re Benefits, Insurance,
VA	1998	Info on Ombudsman Prog.	General Info on LTC	General Info On Aging Issues	Info on Ombudsman Program	Info on Specific Facilities	Info on Specific LTC Facilities
VT	1996	Finding a Facility	Finding a Facility	Financing Care	Financing Care	Residents' Rights	Info on Ombudsman Program
VT	1997	Choosing a Facility	Finding a Facility	Financing Care	Financing Care	Residents' Rights	"
VT	1998	Choosing A Facility		Care Issues		General LTC Information	
WA	1996	Financial Assistance	Information On Laws	Family Empowerment	Info on Residents' Rights	LTC Services Available	Legal Issues
WA	1997	Quality Of Care	Quality Of Care	Complaint Information	Complaint Information	Legal Issues	Legal Issues
WA	1998	Ombudsman Program Care	Admission, Trans, Discharge	Care	Care	Admission, Trans, Discharge	Financial Property
WI	1996	Choosing A Facility	Choosing A Facility	Care & Treatment	Assisted Living	Public Benefits	Long Term Care Regulations
WI	1997	Regulatory	Financing Long Term Care	Care & Treatment	Legislation, Public Policy	Legal Issues	Ombudsman Prog. Services
WI	1998	No Data					
WV	1996	No Data					
WV	1997	Medicaid/Public Benefits	Long Term Care Facilities Info	Quality Care Issues	Ombudsman Program	Residents' Rights	Residents' Rights
WV	1998	Residents' Rights	Resident Right Issues	Medicaid Eligibility	Resource Information	Identifying Appr. Resources	Ombudsman Program
WY	1996	Residents'/ElderRights	Placement Issues/Alternatives	Public Benefits	Residents' Rights/Elder Rights	Facilities in Area	Pub Benefits/NH Payment
WY	1997	Residents'/Elder Rights	Residents' Rights/Elder Rights	Public Benefits	Benefits/Payment for NH	Placement Issues/Alternatives	Placement/Alternatives
WY	1998	Residents'/Elder Rights	Placement Issues/Alternatives	Public Benefit	Benefits/Payment for NH	Placement Issues/Alternatives	Residents' Rights