

Health Care Oversight Committee

September 12, 2013

We commend the parties for reaching a settlement. The Long Term Care Ombudsman Project looks forward to working with APS to ensure that vulnerable adults, including those living in long term care facilities, are free from abuse, neglect and exploitation. With that goal in mind, we have the following observations and suggestions.

1. APS should take whatever steps necessary to ensure that the backlog does not reoccur.

- According to its 3rd quarter report, APS assigned **252** reports for investigation and completed **230** investigations. It opened **22** more cases than it closed.
- According to the 4th quarter report, APS assigned **362** cases for investigation and completed **234** investigations. It opened **128** more cases than it closed.

2. APS should develop a protocol for handling complaints involving residents in long term care facilities.

The protocol should ensure that all facility based reports of abuse, neglect or exploitation that appear to meet the statutory requirements are assigned for investigation and that there is a mechanism in place for the Survey and Certification agency to refer cases back to APS for investigation.

- According to its 4th quarter report, for those reports not opened for investigation, APS referred **347** to the Survey and Certification Agency (S&C).
- It is unclear what criteria are used to determine that the report should be referred.
- It is unclear if S&C, upon conducting its complaint investigation, ever refers the complaint back to APS so that it can conduct its own investigation.

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