Policy Statement

The documentation of investigation conducted at long-term care facilities is vital to track trends, identify problems at specific facilities and to provide knowledge of facilities that are in need of additional Long-term Care Ombudsman visits to work toward resolution of issues.

Legal Authority

Older Americans Act of 1965 as Amended
910 KAR 1:210

Procedure

(1) Each complaint, have the following information documented:
   (a) Complainant name,
   (b) Telephone number and/or address of complainant,
   (c) Complainant role
   (d) Problem as presented by complainant
   (e) Date/time/shift problem occurred
   (f) Prior action (if any) taken by complainant
   (g) Consent to investigate
   (h) Facility name
   (i) Resident
   (j) Legal Representative (if applicable), address, telephone number
   (k) Complaint code, verification
   (l) Notes/Journal entries
   (m) Referrals made (if applicable)

(2) Complaint investigation shall include the following components;
   (a) Face to face contact with resident
   (b) Written consent or documented verbal consent
   (c) Collateral interviews, as needed and appropriate
   (d) Staff interviews, as needed and appropriate
   (e) Notes/journal entries
   (f) Referrals made
   (g) Disposition

(3) Case records shall be kept for five (5) years.