

LONG TERM CARE OMBUDSMAN PROGRAM Documentation of Investigation	DAIL – LTCOP – 16.26
Effective Date: December 30, 2009 Revised Date: July 1, 2017 Previous Revised: January 4, 2016	Page 1 of 1

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.