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| **Quarterly Ombudsman Program Review** |
| **Activities** |

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| **Activities Completed During This Quarter** | | | | |
| **Activity Category** | **#** | **# Related To SNF** | **# Related To ALF** | **Total Activities** |
| Community Education provided by ombudsmen | N/A | N/A | N/A | 5 |
| Complaint Visits | N/A | 8 | 12 | 20 |
| Facility staff I&A | N/A | 100 | 89 | 189 |
| Facility Staff Training Session | \_\_\_5\_\_# Sessions  \_\_230\_# People attending the session | 3 | 2 | 5 |
| Facility Survey Participation | N/A | 4 | 8 | 12 |
| Family Council Participation | \_\_3\_# facilities the ombudsmen are assisting in development of a family council | ­\_3\_\_# Participation in council meetings | \_0\_\_# Participation in council meetings | 3 |
| I&A to individual | \_\_140\_# Other than facility related | 10 | 13 | 163 |
| Resident Council Participation | \_1\_\_\_# facilities the ombudsmen are assisting in the development of resident council | \_\_6\_#  Participation  in council meetings | \_\_7 # Participation in council meetings | 8 |
| Routine Access | \_178\_\_# Routine facility visits completed  \_179\_\_# Facilities in the PSA  \_1\_\_\_# facilities not receiving a facility visit this quarter | 21 | 157 | 178 |
| **Trainings** presented to ombudsmen staff and volunteers | \_5\_\_\_\_# Trainings  \_\_8\_\_\_# Hours training to volunteer trainees |  |  | 5  8 |

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| Total number activities opened during this quarter | | | | | 401 |
| Number committees’ ombudsmen participated in during quarter | | | | | 2 |
| Number ombudsman staff | | | | | 6 |
| Number ombudsman volunteers (assistant ombudsman) | | | | | 5 |
| Number volunteers in training | | | | | 1 |
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| **Community Education** | | | | | |
| ***Training Topic*** | **Ombudsman Presenting** | **Entity Receiving Presentation** | **Date** | **# Trainees** | |
| Resident Rights | Mary B | Hope Village | 6/1/22 | 4 | |
| Discharge Evictions | Edith K. | Paramedics | 6/10/22 | 10 | |
| Resident Rights | George L. | Virgil’s Hill | 6/10/22 | 45 | |
| Family Council Development | Lily C. | Life Care Boise | 6/14/22 | 5 | |
| Dementia Skills Training | Jill N. | Holiday ALF | 6/21/22 | 11 | |
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| **Ombudsman Staff Management** | | |
| **Name Of Staff** | **Date Reviewed Documentation In RTZ** | **Date And Amount Of Time Provided Training To Staff** |
| Mary B. | 6/28/22 | 6/30/22 1.5 hours |
| Edith K. | 6/28/22 | 6/30/22 45 minutes |
| George L. | 6/29/22 | 6/30/22 30 minutes |
| Lily C. | 6/29/22 | 6/30/22 1.5 |
| Jill N. | 6/29/22 | 6/28/22 1 hour |
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| **Facilities Receiving No Routine Visit This Quarter** | |
| **Facility Name** | **Reason No Routine Visit** |
| Home Alone ALF | Active Covid outbreak multiple residents sick |
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Ombudsman Program Quarter \_\_3rd\_\_\_\_

Date Provided To Director For Program Monitoring \_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program Manager