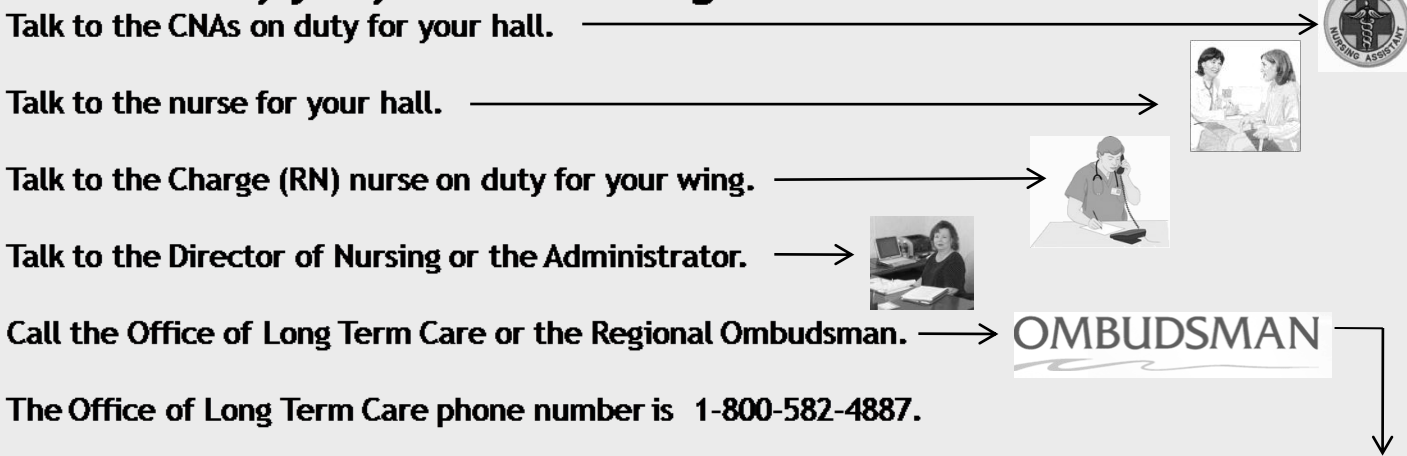


MISTAKES FAMILIES SOMETIMES MAKE

WHEN PLACING A LOVED ONE IN A NURSING HOME

- Not getting a Durable Power of Attorney or guardianship
- Accepting the facility medical director as the resident’s physician
- Allowing admission on a weekend when staffing is lower
- Failing to ask to see the facility’s last five annual inspection reports
- Not informing the facility that resident is not to be hospitalized without permission
- Not keeping detailed notes of care
- Failing to seriously question skin tears, bruises or do regular complete body checks
- Not taking pictures of all suspicious injuries and neglect incidents
- Not filing well-documented (who, what, when, where and why_ complaints with the state
- Not calling the police and insisting on a police investigation when abuse is suspected
- Not taking residents seriously when they complain of abuse; failing to pay attention to body language that may indicate fear or anxiety
- Not attending quarterly, required Care Plan meetings and asking for a written copy
- Ignoring the appeal process when complaint determinations come back “invalid”
- Failing to visit often and at “off” hours like evenings, weekends, midnight and early morning
- Not becoming familiar with state and federal laws governing nursing home care
- Not challenging the facility when they ask to move the resident
- Failing to look at the resident’s chart and asking for copies of the records periodically
- Not getting an itemized bill of all charges billed on behalf of the resident
- Failing to join an advocacy group that can provide support and advice.

What to do if you find care lacking?



Contact information, along with a picture, of your Regional Ombudsman should be posted in a prominent place in your facility. You may also have a certified volunteer ombudsman (CVO) for your facility who might offer advice.