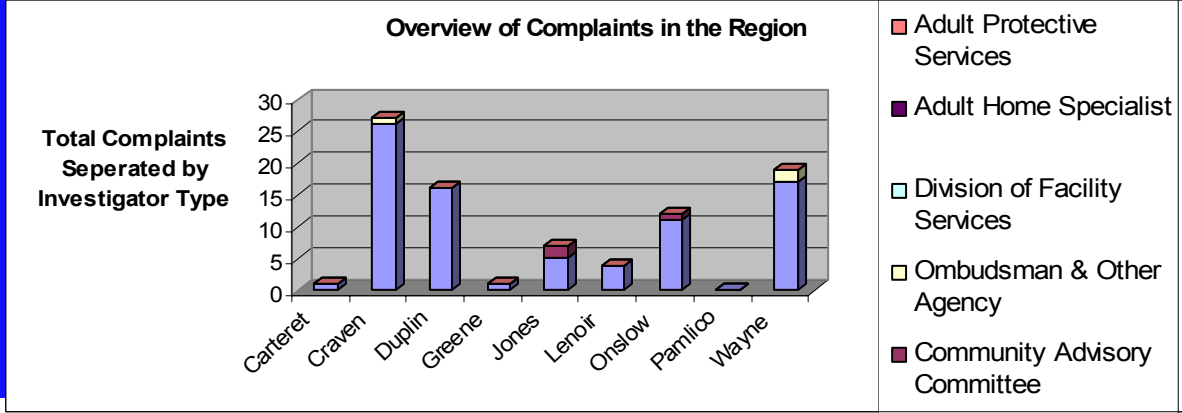


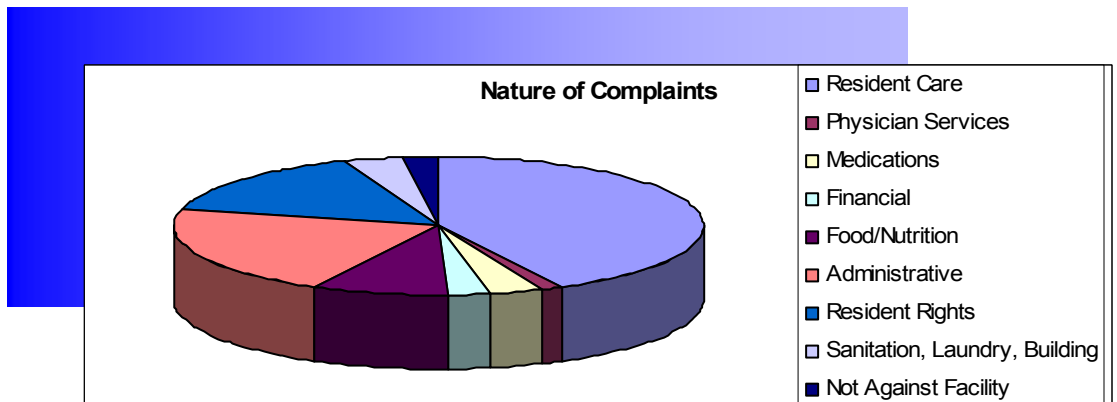
# Ombudsmen Report October - December 2007



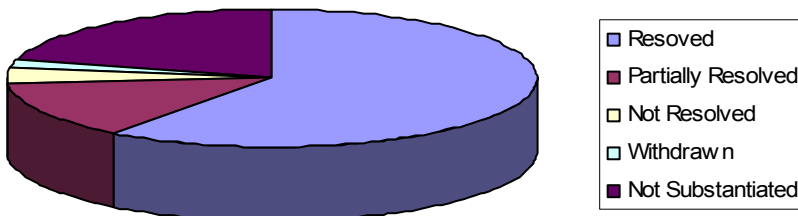
## Explanation of Categories of Complaint Nature

**Resident Care**– unanswered call bells, staff attitudes  
**Physician Services**– diagnosis/treatment  
**Medications**– not given according to orders  
**Financial**- access to own money denied  
**Food/ Nutrition**- special diet not followed

**Resident Rights**- not treated with respect  
**Administrative**- Discharge plans/procedures  
**Sanitation, Laundry, Building**– offensive odors  
**Not Against Facility**- family conflict



## Resolution Status of Complaints Taken Across the Region



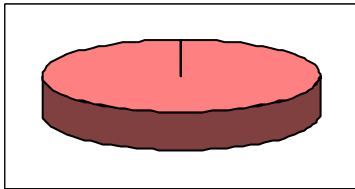
## Complaints Made Against

Nursing Homes  
 Adult Care Homes  
 Guardian, Family

50  
 34  
 1

# Nature of Complaints by County

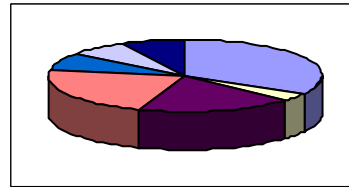
## Carteret



Complaints Made Against

Nursing Homes	1
Adult Care Homes	0
Other	0

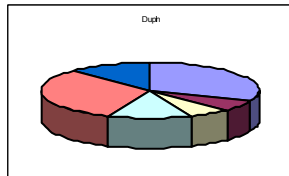
## Craven



Complaints Made Against

Nursing Homes	16
Adult Care Homes	10
Guardian, Family	1

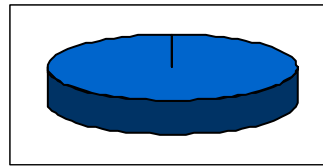
## Duplin



Complaints Made Against

Nursing Homes	9
Adult Care Homes	7

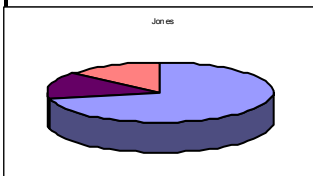
## Greene



Complaints Made Against

Nursing Homes	0
Adult Care Homes	1

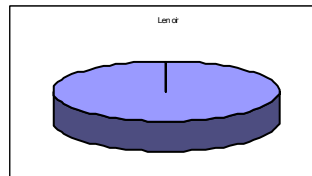
## Jones



Complaints Made Against

Nursing Homes	7
Adult Care Homes	0

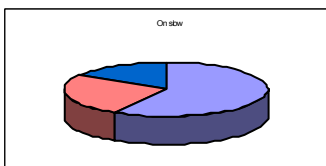
## Lenoir



Complaints Made Against

Nursing Homes	4
Adult Care Homes	0

## Onslow



Complaints Made Against

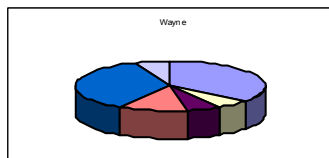
Nursing Homes	7
Adult Care Homes	5

## Pamlico

Complaints Made Against

Nursing Homes	0
Adult Care Homes	0

## Wayne



Complaints Made Against

Nursing Homes	6
Adult Care Homes	11

- Resident Care
- Physician Services
- Medications
- Financial
- Food/Nutrition
- Administrative
- Resident Rights
- Sanitation, Laundry, Building
- Not Against Facility