

Supervisor's Quick Tips for Reviewing Case Documentation

■ Case Title

Keep General and don't include any consumer specific information

■ Intake Summary

- Date complaint was received (copied and pasted from the Information and Consultation program activity entry)
- Source of the complaint (examples: resident, son, daughter, spouse, friend anonymous)
- List and number all complaints discussed
- The action requested
- The steps taken to self resolve the concerns
- Request for proof of POA, if applicable

■ Dates

- Date Open- The date the case was opened
- First Action- The date the first action was taken (examples: phone call or, facility visit to speak with the resident or complainant)
- Review date- OmbudsManager automatically assigns a review date 30 days from the date a case is opened. The date must be changed to reflect supervisor's review date before the case is closed. Once the case has been reviewed by the supervisor the Review Complete Box should be check.

■ Complaints Screen- Make sure that there is a Complaint Code, Disposition Code and Verification Status For Each Complaint Investigated

- Complaint Codes
 - Choose the code that best matches up with complaint.
 - Enter both a "major" and "minor" complaint code.
 - Include open and closed date for each complaint.
- Disposition Codes
 - Enter a disposition code for each complaint, whether or not the complaint is verified.
 - Choose the category that best describes the outcome of the complaint.

- Verification Status
 - Definition of “verified”: it is determined after work (interviews, record inspection, observation, etc) that the circumstances described in the complaint are generally accurate.
 - Always use “Verified” or “Not Verified”. “Undefined” is not a valid verification entry.
- Never delete a complaint – Code as: Disposition - “No action needed/appropriate” and Verification - “Not A Complaint”
- Journal Entries Be sure to cover the 5 case elements: Receipt & Identification, Investigation, Verification, Resolution and Follow Up.
- Number complaints and follow numbering throughout journal entries.
- Empowerment steps taken by the ombudsman
- Include if written or verbal consent was received from consumer or legal representative and if not reason why. Once consent is received check the Obtained Consent box on case summary page
- Plan of action and resident’s approval
- Use individual journal entries to document steps taken to resolve & verify complaint(s).
- Document date case is closed and reason why.
- Document consultations with supervisor or other contact used to resolve case.
- Date reviewed with documentation of the review by the supervisor
- Follow up steps taken
- Facility Notes section should show but not limited to:
 - Act 13 notes (no confidential information regarding the resident or perpetrator should be entered)
 - PEMA alerts
 - Date Ombudsman Action Summary was sent
 - Licensing Enforcement actions