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Authorized Signature

Number: SPD-IM-11-020
Issue Date: 2/18/2011

Topic: Systems Issues

Subject: Licensed Facility Complaint Information Website

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Message:

The Licensed Facility Complaint Information Website has been temporarily unavailable due to technical issues. These issues have been resolved and the website is now functioning. It is important to note the link previously provided is no longer functioning.

In response, this transmittal will provide:

- Active link to the website;
- Directions on how to do a search;
- A brief explanation of what the search results will show; and
- How to obtain additional information based on search results.

Active Link:

<http://www.oregon.gov/DHS/>

This link will take you to the DHS home page. Select "Senior Services" on the right-hand menu bar. You will see the Seniors and People with Physical Disabilities home page. The link is contained in the "What's New" section.

How to do a search:

There are 4 steps in the search:

1. Select the Facility type you wish to view
2. Select the area

3. Select the date range (the default dates are 2 years to present date)
4. Click "Submit."

A list of facilities will display with the city and total number of substantiated abuse complaints. You may select the facility of your choice for further details such as the report number, allegation, status, outcome, incident date and investigation completed date.

Note: To obtain additional information through the resources listed below, please make a note of the complaint log number for future reference.

Search Results:

From the selection page, you may search for substantiated abuse complaints on facilities licensed by Seniors and People with Physical Disabilities. The licensed facilities include Adult Foster Homes, Assisted Living Facilities, Residential Care Facilities and Nursing Facilities. Specifically, this website contains Facility Complaint Investigations that constitute abuse as determined by Corrective Action Coordinators.

The website **does not** contain information related to licensing or rule violations, surveys, Notification of Findings (NOFs), Letters of Determinations (LODs), or sanction related information. In addition, abuse reports completed by the Office of Investigations and Training that are regarding individuals with developmental disabilities or individuals who have mental illness and the facilities licensed by either of these entities are not reflected on this site.

How to obtain additional information:

A copy of the report can be ordered through a public records request, or can be viewed at the local office. To obtain a copy of the public report, you can submit a request using one of the methods listed below. A complaint report number is necessary to fill a request and a fee of \$.015 per page plus staff time will be applied.

- Phone: 1-800-232-3020
- E-mail: spd.prrequests@dhs.state.or.us
- Mail: Public Records Custodian
DHS/SPD/Office of Licensing and Quality of Care
500 Summer St. NE, E-13
Salem, OR 97301

Each branch office is required to keep public files containing all facility adult protective service reports. These include the following conclusions: substantiated, not substantiated and inconclusive. Additionally, the public files contain the cases determined to be rule violations which do not constitute abuse. Please offer this

information as a resource to consumers as requested.

Lastly, when you are contacted by a consumer looking for a facility, be sure to mention that it is important to look at more than the substantiated abuse complaints. Consumers should be encouraged to visit the facilities and can also be referred to:

“Choosing a Long-Term Care Setting” located at:

http://www.oregon.gov/DHS/spwpd/ltc/ltc_guide/index.shtml

If you have any questions about this information, contact:

Contact(s):	Stephanie Delage		
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