Resources for Checking Quality of Care and Reporting Abuse in Assisted Living Care Residences and Nursing Homes

1. Nursing Homes: Tools for Determining Quality of Care and Services
   - Nursing Home Compare at www.medicare.gov/nursinghomecompare/ Offers information on the quality of care and services for Medicare and Medicaid certified nursing homes.
   - Annual State Survey - Ask to see this report when you go to a nursing home. Each facility must post and make this available to the public. It describes in detail any regulations not met and gives examples.
   - Careway Pathways has nursing homes by city and provides state inspection results at www.carepathways.com/nursinghomes/mi/city.cfm

2. Assisted Living Care Residences: Check on Regulation Violations for Homes for the Aged and Adult Foster Homes

   The Michigan Department of Human Services (DHS) regulates and conducts inspections of Homes for the Aged and Adult Foster Care Homes. For DHS inspection reports and violations sited go to www.dleg.state.mi.us/brs_afc/sr_afc.asp. Complete requested information in box (facility name and county at a minimum) and hit SEARCH to go to a page where you can click on the facility name and bring up an inspection report.

3. Advocacy and Reporting Abuse and Neglect (State Supported, No Fees for Services)

   Ombudsman Office Lakeshore Legal Aid (866-485-9393) Advocacy services to help address the quality of care and life experienced by residents in licensed long term care facilities (i.e. nursing homes, homes for the aged, and adult foster care homes). Services include investigating complaints, suggesting remedies, and assisting with resident rights, payments, issues, guardianship, and nursing home placement.

   Health Care Fraud Division, Michigan Attorney General (800-882-6006) Will investigate and prosecute patient financial and physical abuse and neglect, and Medicaid provider fraud, statewide. Patient Abuse Complaint Form at www.michigan.gov/ag/0,4534,7-164-17331-46928--,00.html

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