LTCCC MONTHLY WEBINAR

Welcome to LTCCC's Monthly Webinar

Virtual meeting tips

- Submit **questions** in the Q&A at the bottom of the Zoom screen
- Use the **chat** for comments and conversation
- Having technical issues? Let us know in the chat and we'll do our best to help

New at NursingHome411

- Family Empowerment: Preparing for Holiday Staffing Challenges
- Q2 2026 Staffing Data
- Senior Care Policy Brief: When Understaffing Leads to Neglect
- Elder Justice Newsletter: Special Issue – The Accountability Gap in NY
- Updated RBS Eligibility Page

Sign up for LTCCC alerts: scan the code or visit **nursinghome411.org/join**

For materials from today's webinar, visit nursinghome411.org/webinar-advocacy-tools

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WHO WE ARE

The Long Term Care Community Coalition

LTCCC is a nonprofit, nonpartisan organization dedicated to improving care & quality of life for the elderly & adult disabled in long-term care (LTC).

www.NursingHome411.org

WHAT WE DO

- **Policy research & analysis**
- **Systems advocacy**
- **Public education**
- **Home to two local LTC Ombudsman Programs**

NATIONAL FAMILY CAREGIVERS MONTH

Knowledge Is Power

Tools for advocating for better nursing home care

Understand quality | Find reliable data | Take action

Hayley Cronquist, Associate Director, LTCCC

Tuesday, November 17, 2026 · 1:00 PM ET

TODAY'S ROADMAP

Where we're headed today

01

The resident at the center

What effective, resident-centered advocacy looks like

02

Staffing data

Look up a facility and learn what the numbers can and can't tell us

03

Inspections & enforcement

Citations, penalties and how to read them

04

Oversight research

National & NY findings, plus a new inspection change

05

Tools & next steps

The Family Resource Center and turning information into action

~50 min presentation & live demos

~10 min for your questions

Recording & resources shared afterward

A RESIDENT-CENTERED APPROACH

A nursing home is not just a healthcare setting. It is somebody's home.

Start with the person at the center

Ask what matters to them

Let the resident's own wishes guide what you raise and how.

Honor choices and dignity

Help when it's needed, getting out of bed, meals they enjoy, activities, relationships and daily choices.

Use data & knowledge of government standards

Data on staffing levels, ratings, and enforcement along with knowledge of government standards provide important supports for quality improvement and advocacy.

A PRACTICAL FRAMEWORK

Five questions to guide your advocacy

Staffing

Are there enough qualified staff to meet residents' needs?

Care

Are residents getting timely help, respect and individualized care?

Inspections

What have inspectors documented at this home?

Follow-up

Were problems corrected? Were there consequences?

Action

What can we do next, and who can help?

EXAMPLE

A resident waits a long time for toileting help. **Document it, review staffing, look for related inspection findings and ask leadership for a concrete plan.**

01

Staffing: the foundation of quality care

What the numbers can, and can’t, tell us

How nurse staffing is measured

TOTAL
Nursing hours reported

÷

NUMBER OF
Residents

=

HPRD
Hours per resident day

An **average**, not a promise that every resident gets that much one-on-one care.

RN hours

Registered nurses handle assessment, clinical judgment and care coordination. They are key to ensuring that professional standards are met.

Expected staffing

Calculation of the staffing a home should have based on its residents' assessed care needs. A strong benchmark.

What averages can't show

Quarterly averages don't reveal a particular shift or any one resident's experience.

LATEST LTCCC ANALYSIS · Q2 2026 (APRIL–JUNE)

Most homes fall below expected staffing

90%

of comparable facilities were below expected **total nurse staffing**

~85%

were below expected **RN staffing**

National average total nurse staffing, in hours per resident day

Expected (based on residents' needs)

4.98

Reported (what homes actually staffed)

3.79

1.19 fewer hours per resident, per day: about 71 minutes

Source: LTCCC analysis of CMS Payroll-Based Journal data.

LIVE DEMO · NEWLY REDESIGNED

LTCCC's Nursing Home Staffing Resource Center

Look up Q2 2026 data

Search any home, or download the data files.

Staffing by the numbers

The latest national findings at a glance.

Expected staffing

Methodology, research and a staffing webinar.

Staffing fact sheets

Federal standards for staff and training.

Quality & oversight data

Provider ratings, citations and penalties.

Staffing guides

For residents & families, ombudsmen, legislators and attorneys.

nursinghome411.org/staffing-resource-center

Start here: staffing data, guides and tools in one place.

LIVE DEMO · WEBSITE WALKTHROUGH

Look up a nursing home's staffing

nursinghome411.org/data/staffing/q2-2026/

1. Search by facility name, city or county, and choose a state
2. Compare reported total nurse staffing with the **expected** level
3. Check registered nurse (RN) staffing
4. Explore national and state comparisons, data downloads and the glossary

A QUESTION YOU MIGHT ASK

"The data show this facility's staffing was below the expected level for its residents. How does the facility determine staffing on each shift, and what steps are being taken to ensure residents receive timely care?"

Families: one facility lookup can start a productive conversation.

Ombudsmen & researchers: download the data to compare many facilities.

Turn data into a productive conversation

STEP 1
Start with a specific resident concern

STEP 2
Ask who's responsible for follow-up

STEP 3
Request concrete steps and a timeline

STEP 4
Keep a record of conversations and outcomes

INSTEAD OF…

~~*"The data prove you neglected my loved one."*~~

Still not resolved? Contact the long-term care ombudsman or file a complaint with the state survey agency.

TRY ASKING…

- How are staffing assignments determined on the evening shift?
- What is the care plan for responding to toileting requests?
- Who is responsible for monitoring whether those needs are met?

02

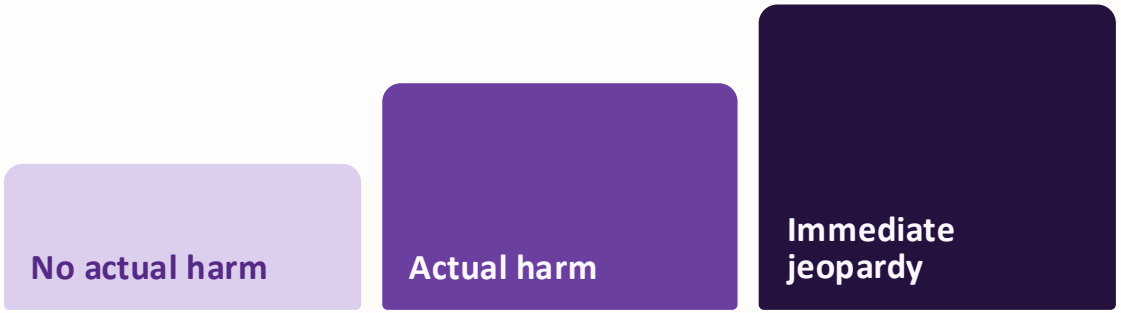
Inspections & enforcement

What inspectors documented, and what happened next

How citations and penalties work

Citations (deficiencies)

When state inspectors find a home out of compliance with federal requirements, they issue a citation with a description and a **scope & severity** rating.



Severity = how serious · **Scope** = how many residents are affected

Penalties

Civil money penalties (fines) or denial of payment for new admissions. Not every citation leads to a penalty.

⚠ Keep in mind

No citation doesn't necessarily mean no problem, and "no actual harm" only means that the surveyors did not code the citation as causing harm – not that harm didn't happen. Review the citation record and decide for yourself whether there was harm or immediate jeopardy.

LIVE DEMO · WEBSITE WALKTHROUGH

Explore citations & penalties data

nursinghome411.org/data/nursing-home-citations-penalties/

Citations file
Facility identifiers, survey dates, deficiency descriptions, scope & severity

Penalties file
Fines (civil money penalties) and payment denials

Citation summary
Broader state and national patterns

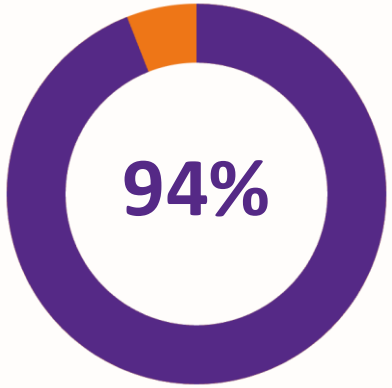
Tip: filter by facility name or CMS Certification Number (CCN) to see one home's records.

Look beyond the count

- What kinds of problems were found?
- Were they widespread or isolated?
- Did they involve actual harm or immediate jeopardy?
- Were they corrected?
- How do they relate to what residents experience today?

Prefer not to use spreadsheets? Try Medicare Care Compare or your state survey agency.

The Accountability Gap



of cited health deficiencies were classified **below actual harm**

55% ↓

fewer nursing home **fines** issued in 2024 than in 2022

Also in the report

- Staffing
- Pressure ulcers
- Infection control
- Psychotropic drugs
- Resident rights
- State-level data

Use the findings to ask policymakers about accountability.

nursinghome411.org/ltccc-enforcement-study-2026/

Source: LTCCC, The Accountability Gap (2026)

STATE & COMMUNITY ADVOCACY

New York: national gaps, close to home

95.6%

of NY nursing homes with comparable data were **below expected staffing**

Q4 2024

96.9%

of cited health deficiencies were classified as **no actual harm**

2022–2024

On the report page

- State report
- Community brief
- Data by county, legislative district and ownership or chain

nursinghome411.org/ny-accountability-2026/

Outside New York? The national study has state-by-state data for similar advocacy.

Source: LTCCC New York accountability report (2026)

LIVE DEMO · NEW INSPECTION CHANGE

Risk-Based Surveys: look beyond the trophy

nursinghome411.org/oversight-enforcement/rbs/

What changed

Since Sept. 8, 2026, eligible homes get shorter inspections: fewer activities, smaller resident samples

How homes qualify

Mostly past star ratings and inspection results

LTCCC's eligibility lookup

Search, filter and download the list

Tip: the gold trophy on Care Compare means a home is inspected less, not that residents are safe.

If a loved one's home is listed

- Keep documenting what residents experience
- Check current staffing, not just star ratings
- Ask what has changed since the last full inspection: staff, leaders, ownership
- Share specific concerns with the ombudsman
- File complaints with the state survey agency

Surveyors contact the ombudsman before an RBS, so specific concerns matter more.

03

Tools & taking action

Free resources, and how to put them to work

FREE TOOLS FOR RESIDENTS & SUPPORTERS

LTCCC's Family Resource Center

Family Council Toolkit

Identify shared concerns and advocate together.

Resident rights fact sheets

Plain-language guides to key standards.

Advocacy forms & tools

Practical forms to raise concerns and request action.

Ombudsman information

How long-term care ombudsmen can help.

Resources in several languages

Materials for more families and communities.

Family Empowerment Programs

New: Preparing for Holiday Staffing Challenges, plus past recordings.

nursinghome411.org/families **All materials are free** to use, share and revisit.

PUTTING IT ALL TOGETHER

“Mom often waits a long time for help getting out of bed, and she prefers to be up for breakfast.”

A daughter notices a pattern. Here’s how she turns it into action.

One family’s approach, step by step

1. **Ask** her mother what she wants and how to handle it
2. **Document** dates and details, without assuming the cause
3. **Review** staffing and inspection history for context
4. **Request** a care-team discussion and a plan that reflects her preferences
5. **Follow up**, and if nothing improves, contact the ombudsman or state survey agency

KNOWLEDGE INTO ACTION

Five things to take with you

1

Listen first

Begin with the resident's experience, preferences and goals.

2

Use data as evidence

Staffing, inspections and research are powerful, with context.

3

Be specific

Ask what will be done, who's responsible and when you'll hear back.

4

You're not alone

Family councils, ombudsmen, advocates and agencies can all help.

5

Share the tools

Reliable information is stronger when more people use it.

KEEP LEARNING

Head to NursingHome411…

Materials from today's webinar: nursinghome411.org/webinar-advocacy-tools

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- **Facebook:** facebook.com/LTCCC
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- **X:** @LTCconsumer

Visit LTCCC's Learning Center for…

- Nursing Home Staffing Resource Center
- Fact sheets on key nursing home standards
- Family empowerment resources
- Data and information on U.S. nursing homes
- Assisted living guides
- The Resident Abuse, Neglect & Crime Reporting Center

Thank you for joining today's webinar!

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NEXT MONTH'S WEBINAR

Beyond the Brochure: What to Look for When Choosing a Nursing Home

Tuesday, December 15, 2026
1:00 PM ET · Live on Zoom

Register: **bit.ly/dec2026-webinar**



Cory Fosco

Featured speaker

Questions?

Comments?

Use the Zoom Q&A or chat. We can't assess an individual facility or resident here, but we'll point you to the right resources.

For updates & invites to future programs:
nursinghome411.org/join

LTC Ombudsmen: look out for an email confirming your attendance of this program on Thursday.