

The Long-Term Care Ombudsman Program

Ombudsman programs are resident advocates!

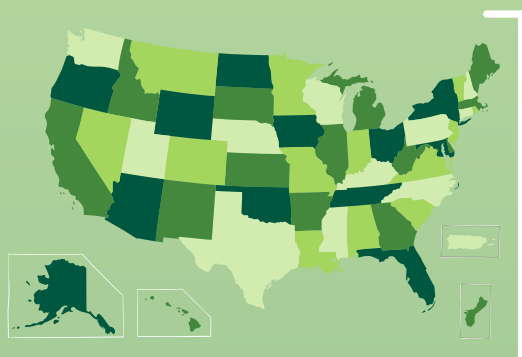
What does the long-term care Ombudsman program do?

The Ombudsman program advocates for residents of nursing homes, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and affect change at the local, state, and national levels to improve the quality of life and care for all individuals receiving long-term care.

For more information, visit ltcombudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

The Ombudsman program is made up of:



53 State Ombudsmen



1,571 Full-time staff



3,443 Volunteers trained to investigate and resolve complaints

In 2023, the program:

Information and Assistance

Providing information on issues impacting residents, such as resident rights, and/or providing assistance to access services.

Provided information and assistance

502,484 times

to residents, family members, concerned individuals, etc.

159,064 times

to long-term care facility staff

Conducted
342,189

visits to long-term care facilities

Provided
3,106

training sessions for long-term care facility staff

Attended
1,271

Family Council meetings

Attended
17,095

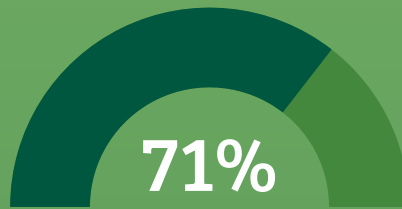
Resident Council meetings

Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The program worked to resolve

202,894

complaints initiated by residents, their families, and other concerned individuals



71%
complaints resolved or partially resolved to the satisfaction of the resident or complainant

The three most frequent nursing facility complaints handled by Ombudsman program representatives:

- 1 Discharge or eviction
- 2 Response to requests for assistance
- 3 Physical abuse

The three most frequent residential care community (e.g., assisted living, board & care) complaints handled by Ombudsman program representatives:

- 1 Discharge or eviction
- 2 Medications
- 3 Food services

The statistics in this graphic are based on federal fiscal year (FFY) 2023 NORS Data (October 1, 2022 - September 30, 2023). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.



The National Long-Term Care Ombudsman Resource Center