



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 effect change at the local, state, and national levels to improve the quality of life and care for all individuals receiving long-term care.

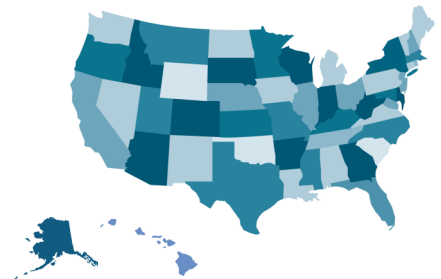


For more information, visit ltcombudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

In the U.S.

There are 53 State Ombudsmen;
1,436 full-time-equivalent staff; and
4,291 volunteers trained to investigate and resolve complaints.



In 2021 the Program:

provided information
and assistance to

377,662

individuals.



attended

1,132

family council
meetings.



conducted
151,094

visits and

35,202

long-term care facilities
received at least one visit.



attended

7,296

resident council
meetings.



provided information
and assistance to

247,161

LTC facility managers and
staff.



provided

1,434

training sessions
for long-term care
facility staff.



Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The program resolved
or partially resolved

71%

of all complaints 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 program worked
to resolve

164,299

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

The three most frequent complaints in
residential care communities handled by
Ombudsman program representatives were:

- 1 Discharge or eviction
- 2 Medications
- 3 Housekeeping, laundry and pest
abatement

The statistics in this graphic are based on federal fiscal year
(FFY) 2021 [NORS Data](#) (October 1, 2020 – September 30, 2021). 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