



NORC Notes

A monthly reminder of available resources and tips for using them.

December 3, 2018

40th ANNIVERSARY OF THE LTCOP



It has been 40 years since the 1978 Amendments to the Older Americans Act required every state to have an Ombudsman Program and specifically defined Ombudsman functions and responsibilities.

In 1972, the Long-Term Care Ombudsman Program started out as a public health service demonstration project to meet the needs of residents facing problems in nursing homes. Today, the Long-Term Care Ombudsman Program consists of 53 state programs and their statewide networks of over 500 local Ombudsman entities. Read the full list of the Long-Term Care Ombudsman Program's milestones from 1972 to 2016 as a PDF [here](#) and on the NORC website [here](#).

OMBUDSMAN PROGRAM ACCOMPLISHMENTS



According to the 2016 National Ombudsman Reporting System (NORS) data, Ombudsman programs:

- Investigated **199,493** complaints and resolved/partially resolved **73%** of those complaints
- Visited **28,473** long-term care facilities at least quarterly
- Attended **22,205** Resident Council Meetings and **1,974** Family Council Meetings
- Provided **10,690** community education sessions
- Provided **4,702** trainings for LTC facility staff
- Provided **115,708** consultations to LTC facility staff
- Provided information and assistance to **378,526** individuals (residents, family members, others)

Find additional NORS data on the [NORS pages of the NORC website](#). Other Ombudsman program achievements from around the nation are featured in the [News and Press](#) section of the NORC website and on [Facebook](#) and [Twitter](#). Be sure to also read Ombudsman activities in the quarterly [Ombudsman Outlook newsletter](#). The "News from the Network" article appears in every issue to highlight your work. We encourage you to [send](#) your advocacy successes, program management examples, and resources so we can learn from you.

SHARE THE IMPORTANT WORK OF YOUR PROGRAM

Printable Infographic for Ombudsman Program Promotion ([updated](#))

This infographic provides a brief overview of the work Ombudsman programs do and the impact they have around the nation. This infographic can be used for volunteer recruitment and program promotion on program websites, via email, and social media. View the infographic as a PDF [here](#).



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, board and care homes, assisted living facilities, 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 quality of life and care.

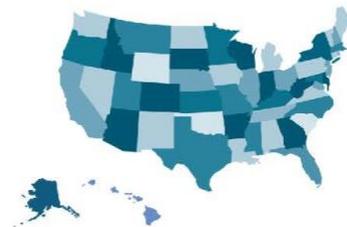


For more information, visit lcombudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

In the U.S.

There are 53 State Ombudsmen;
1,320 full-time-equivalent staff; and
7,331 volunteers trained to investigate and resolve complaints.



In 2016 the Program:

provided information
regarding long-term care to

378,526
individuals.



attended
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family council
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115,708
LTC facility managers
and staff.



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training sessions
for long-term care
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Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The program resolved or partially resolved

73%

of all complaints to the satisfaction of the resident or complainant.



The program worked to resolve

199,493

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

The three most frequent nursing facility complaints handled by ombudsmen were:

- 1 Improper eviction or inadequate discharge/planning;
- 2 Unanswered requests for assistance; and
- 3 Lack of respect for residents, poor staff attitudes.

The three most frequent complaints in board and care, assisted living, and other residential care communities handled by ombudsmen were:

- 1 Improper eviction or inadequate discharge/planning;
- 2 Administration and organization of medications; and
- 3 Quality, quantity, variation, and choice of food.

The statistics in this graphic are based on FY 2016 [NORS Data](#). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit lombudsman.org or email ombudcenter@theconsumervoice.org.

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The National Long-Term Care
Ombudsman Resource Center

The Who, What, Where, Why, and How of the Long-Term Care Ombudsman Program (updated)

This presentation provides a brief overview of the program responsibilities required by federal law, so the information is applicable in every state. Attendees will gain an understanding about what the LTCOP does, who the LTCOP serves, and how to contact the program.

LTCOPs can personalize these slides and use this presentation during:

- Orientation and/or initial training of new LTCOP representatives
- Resident Council or Family Council meetings
- Community education sessions
- In-services for facility staff

View the slides as a [PDF](#) or [PowerPoint](#).

A large, stylized, black cursive script that reads "Thank you!". The letters are thick and flowing, with a classic, elegant feel. The "T" is particularly large and prominent, and the "!" is also large and expressive.

Thank you for your continued advocacy and dedication to achieving quality long-term care for the past 40 years. We welcome you to share pictures, brief comments, or quotes about your work in the long-term care ombudsman program by emailing ombudcenter@theconsumervoice.org.

For more information on program promotion visit the NORC website [here](#) and for more information on the Ombudsman program visit the NORC website [here](#).

Read archived issues of NORC Notes [here](#). If you have a question, are not able to find a resource, or want to share training materials or program practices, please email ombudcenter@theconsumervoice.org.

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