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 ltcombudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

In the U.S.

There are 53 State Ombudsmen; 1,437 full-time-equivalent staff; and 5,947 volunteers trained to investigate and resolve complaints.

In 2019 the Program:

- provided information regarding long-term care to 425,084 individuals.
- visited 29,168 long-term care facilities at least quarterly.
- attended 1,533 family council meetings.
- provided information and assistance to 134,367 LTC facility managers and staff.
- attended 22,182 resident council meetings.
- provided 4,418 training sessions for long-term care facility staff.
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 2019 NORS Data. For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.