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;
- 1,297 full-time-equivalent staff; and
- 6,163 volunteers trained to investigate and resolve complaints.

In 2018 the Program:

- provided information regarding long-term care to 409,311 individuals.
- visited 30,020 long-term care facilities at least quarterly.
- provided information and assistance to 134,074 LTC facility managers and staff.
- attended 1,757 family council meetings.
- attended 21,664 resident council meetings.
- provided training sessions for long-term care facility staff 4,287.
Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

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 program resolved or partially resolved 73% of all complaints to the satisfaction of the resident or complainant.

The program worked to resolve 194,516 complaints initiated by residents, their families, and other concerned individuals.

The statistics in this graphic are based on FY 2018 NORS Data. For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.