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;
1,320 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.
- visited 28,473 long-term care facilities at least quarterly.
- provided information and assistance to 115,708 LTC facility managers and staff.
- attended 1,974 family council meetings.
- attended 22,205 resident council meetings.
- provided 4,702 training sessions for long-term care facility staff.
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 199,493 complaints initiated by residents, their families, and other concerned individuals.

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 ltcombudsman.org or email ombudcenter@theconsumervoice.org.