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;
1,300 full-time-equivalent staff; and
7,734 volunteers trained to investigate and resolve complaints.

In 2017 the Program:

- provided information regarding long-term care to 402,030 individuals.
- visited 28,722 long-term care facilities at least quarterly.
- attended 17,888 family council meetings.
- attended 21,211 resident council meetings.
- provided information and assistance to 127,068 LTC facility managers and staff.
- provided 4,426 training sessions for long-term care facility staff.
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 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 program worked to resolve 201,460 complaints initiated by residents, their families, and other concerned individuals.

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 2017 NORS Data. For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.