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, 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 the quality of life and care for all individuals receiving long-term 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;
1,381 full-time-equivalent staff; and
5,152 volunteers trained to investigate and resolve complaints.

In 2020 the Program:

- provided information and assistance to 381,724 individuals.
- attended 1,208 family council meetings.
- conducted 191,214 visits and 39,984 long-term care facilities received at least one visit.
- attended 10,737 resident council meetings.
- provided information and assistance to 261,989 LTC facility managers and staff.
- provided 2,121 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 Ombudsman program representatives:

1. Discharge or eviction
2. Response to requests for assistance
3. Physical abuse

The statistics in this graphic are based on federal fiscal year (FFY) 2020 NORS Data (October 1, 2019 – September 30, 2020). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.