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 ltc@ombudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

In the U.S.
- There are 53 State Ombudsmen;
- 1,436 full-time-equivalent staff; and
- 4,291 volunteers trained to investigate and resolve complaints.

In 2021 the Program:
- provided information and assistance to 377,662 individuals.
- attended 1,132 family council meetings.
- conducted 151,094 visits and 35,202 long-term care facilities received at least one visit.
- attended 7,296 resident council meetings.
- provided information and assistance to 247,161 LTC facility managers and staff.
- provided 1,434 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 program worked to resolve 164,299 complaints initiated by residents, their families, and other concerned individuals.

The statistics in this graphic are based on federal fiscal year (FFY) 2021 NORS Data (October 1, 2020 – September 30, 2021). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.