

Ombudsmen are Resident Advocates!

What does the Long-Term Care Ombudsman Program do?

The Long-Term Care Ombudsman Program advocates to protect and promote the rights of residents living in long-term care. Ombudsmen work to resolve problems individual residents face and effect change to improve quality of life and care.

The Ombudsman Program by the Numbers

In 2022 the Program:

Worked to resolve

3,321

problems identified by residents, their families, and other concerned individuals.

Top Five Problems:



Improper eviction or inadequate discharge planning

2

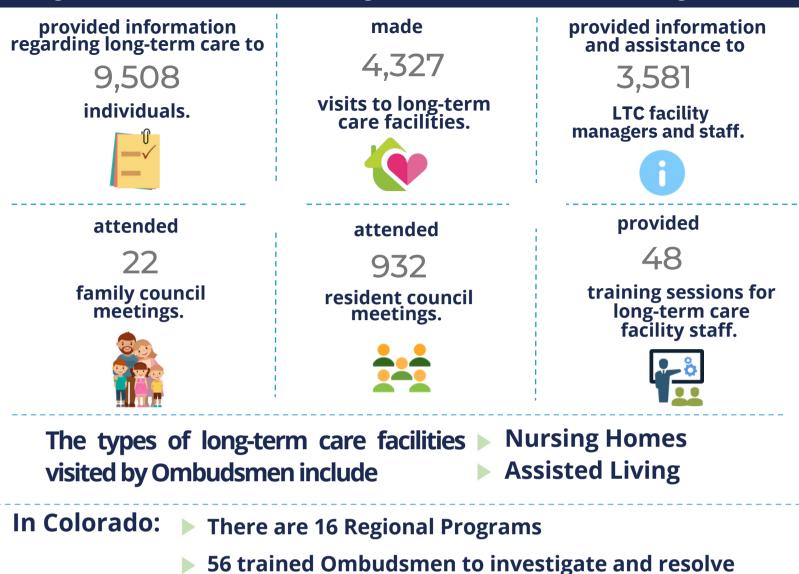
Inadequate environment



Dietary needs

Residents' dignity and rights

Long-Term Care Ombudsman Programs are Dedicated to Solving Problems



complaints.

Policy SB22-154:

Assisted Living Home rules do not include resident rights protections for residents facing eviction/involuntary discharge. This poses safety concerns for residents who live in licensed assisted living homes. The Colorado Long-Term Care Ombudsman Program provided education and information to legislators about the negative impact of residents being displaced from their home. Added protections and appeal rights passed into Colorado law in 2022.

You can find further information here: https://leg.colorado.gov/bills/sb22-154

The statistics in this graphic are based on unpublished FFY 2022 NORS Data. Leah McMahon State Long-Term Care Ombudsman Phone: 303-862-3524 For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities: www.coombudsman.org