

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:

1

Quality of Care

2

Residents' dignity and rights

3

Improper eviction or inadequate discharge planning

4

Inadequate environment

5

Dietary needs

Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

provided information
regarding long-term care to
9,508
individuals.



made
4,327
visits to long-term
care facilities.



provided information
and assistance to
3,581
LTC facility
managers and staff.



attended
22
family council
meetings.



attended
932
resident council
meetings.



provided
48
training sessions for
long-term care
facility staff.



The types of long-term care facilities visited by Ombudsmen include

- ▶ Nursing Homes
- ▶ Assisted Living

In Colorado:

- ▶ There are 16 Regional Programs
- ▶ 56 trained Ombudsmen to investigate and resolve 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>

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The statistics in this graphic are based on unpublished FFY 2022 NORS Data.

For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities: www.coombudsman.org