



# Mississippi 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, personal care homes, and assisted living facilities. The ombudsman program works to resolve the various problems that the individual residents face, while also effecting 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 <https://www.mdhs.ms.gov/aging/ombudsman/>

## The Ombudsman Program by the Numbers

### In the U.S.

There are 53 State ombudsmen, one in each of the states and territories.

In Mississippi there are 19 local ombudsmen, with two staff to provide assistance to all 82 counties.



## In 2023 the Program:

provided information and assistance to

**973**  
individuals.



conducted  
**151,094**  
visits and  
**35,202**

long-term care facilities received at least one visit.



provided information and assistance to

**996**

LTC facility managers and staff.



attended  
**2316**

residential care community meetings.



attended

**277**  
resident council meetings.

resolved

**1,444**

resident complaints.



# Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The program resolved or partially resolved

# 71%

of all complaints to the satisfaction of the resident or complainant.



The types of long-term care facilities visited by ombudsmen include:

- ✓ Nursing Homes
- ✓ Assisted Living Facilities
- ✓ Personal Care Homes

In 2023 the three most frequent complaints handled by the ombudsman program representatives are:

- 1 The care of residents in facilities
- 2 Resident's right to have choices in facilities
- 3 The residents overall environment

## In Mississippi:

❖ Community Education events attended:

# 58

❖ Survey Participation:

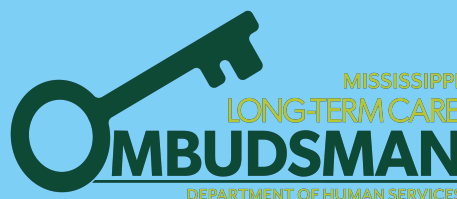
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❖ Complaints solved fully to the satisfaction of the resident:

# 2,352

The statistics in this graphic are based on federal fiscal year

(FFY) 2023 [NORS Data](#) (October 1, 2022 – September 30, 2023). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit [ltcombudsman.org](http://ltcombudsman.org) or email [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org).



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