

# What is a Long-Term Care Ombudsman?

- An advocate for residents of nursing homes, assisted living, and residential care facilities
- A person who receives, investigates and resolved complaints on behalf of residents and families
- A person who regularly visits residents to hear their concerns and complaints
- A person who deals with issues such as:
  - Resident Rights
  - Quality of Life Concerns
  - Medicaid/Medicare Issues
  - Discharges/Transfers



## Annual Report FFY 2018

### Arkansas Regional Ombudsman's Provided:

25,864 visits to residents

11, 140 calls of assistance to families and residents

914 calls of assistance to facilities

99 Community Educations

### Participated in:

181 Family and Resident Council Meetings

619 Facility Surveys

### Volunteer Ombudsman:

Arkansas Volunteer Ombudsman's donated 5,702 hours and visited 11,112 residents

### A message from the SLTCO:

During FFY 2018 the Office of the State Long Term Care Ombudsman assisted with 2562 consultation calls within the office to residents, families, staff, and other callers. It is the responsibility of the office to identify, investigate and resolve complaints made by or on behalf of residents. In Arkansas 62% of these complaints for FFY 2018 were resolved to the satisfaction of the complainant. In FFY 2019 we will strive to improve this number. We will make great efforts to provide trusted advocacy for the residents of Arkansas living in long term care facilities.

A handwritten signature in black ink that reads "Charlotte Bishop, SLTCO".

Charlotte Bishop,

Arkansas's State Long-Term Care Ombudsman

### Our Mission:

The mission of the Arkansas Ombudsman Program is to ensure that long-term facility residents have the right to live their lives with dignity and feel free to voice complaints or concerns without fear of retaliation.

The Ombudsman strives to be a trusted advocate for all residents by educating them regarding their rights, investigation of complaints and empowering residents to speak for themselves. The Ombudsman provides support for those who feel they do not have a voice.



Arkansas has 12 regional ombudsman throughout 8 regions advocating for the residents of skilled nursing, assisted living and residential care facilities within our state. During FFY 2018 Arkansas had 237 skilled nursing facilities and 191 assisted living and residential care facilities. The ombudsman's visit facilities at least quarterly to advocate for residents rights and quality of care. The ombudsman's receive a wide array of complaints with the most common listed below. Ombudsman educate residents regarding their rights; empower residents to speak for themselves; while providing advocacy for those without a voice.

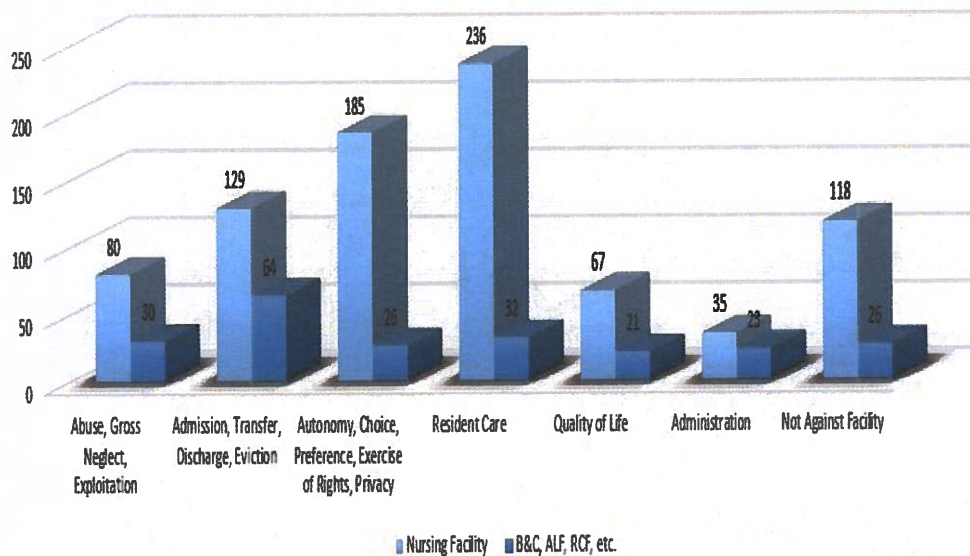


# Arkansas

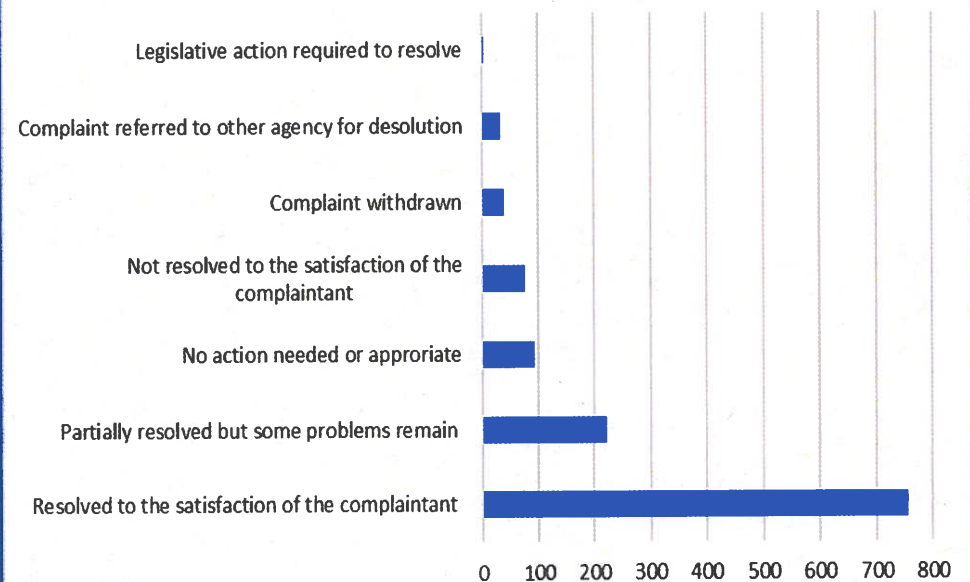
## Long-Term Care Ombudsman Program

1230 Complaints were received into the ombudsman program with the most common complaints shown below. Complaints being resolved to the satisfaction of the resident or complainant is the number one complaint resolution. Arkansas Long-Term Care Ombudsman's are making a difference in the lives of our residents by providing trusted advocacy and working diligently to help resolve the issues that most commonly affect our geriatric population living in skilled facilities.

### Most Common Complaints



### Complaint Resolutions



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