

3,769



Complaints received by LTC Ombudsman Program

# North Carolina State Long-Term Care Ombudsman Program

2016 Annual Report: October 1, 2015 – September 30, 2016

## Program Overview Snapshot

*Promoting quality of life and quality of care for long-term care residents.*

1,932



Complainants assisted by State and Regional LTC Ombudsmen

5,873



Technical assistance to individuals regarding long-term care issues

7,172



Resident visits made in adult care homes and nursing homes

500



Facility licensure surveys observed

92



Resident Council meetings attended

40



Family Council meetings attended

506



Community education workshops conducted

2,274



Consultations to LTC providers

282



Training sessions provided for staff in LTC facilities

1,761



Hours spent training community advisory committee members and new ombudsmen

