



The 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, board and care homes, assisted living facilities, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and effect change at the local, state, and national levels to improve quality of life and care.



For more information, visit ltcombudsman.org/about/about-ombudsman

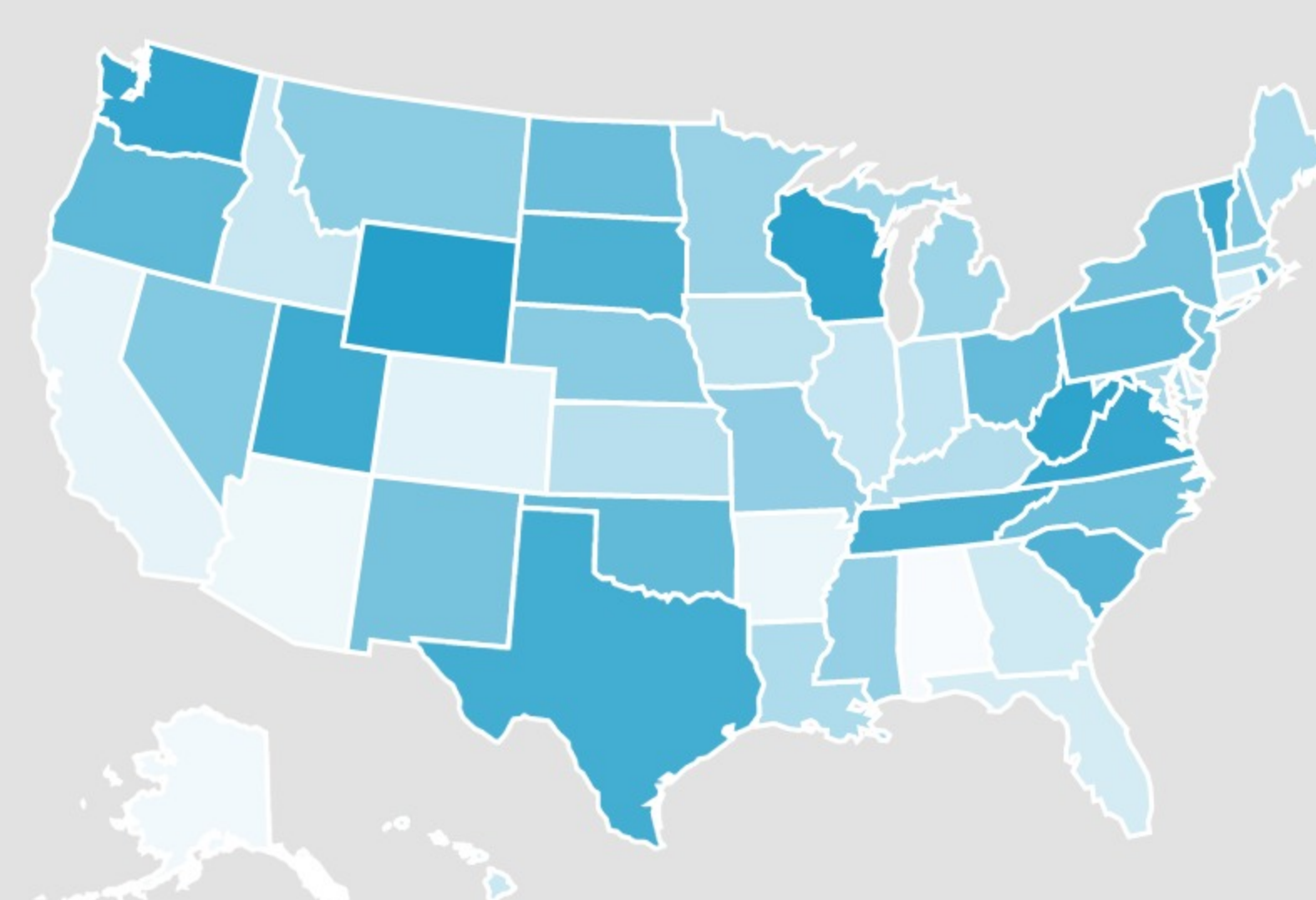
The Ombudsman Program by the Numbers

In the U.S

There are 53 State Ombudsmen;

1,300 full-time-equivalent staff; and

7,734 volunteers trained to investigate and resolve complaints.



In 2015 the Program:

provided information
regarding long-term
care to

398,057

individuals.



visited

27,559

long-term care
facilities at least
quarterly.



provided information
and assistance to

122,213

LTC facility managers
and staff.



attended

2,073

family council
meetings.



attended

22,281

resident council
meetings



provided

5,054

training sessions for
long-term care facility
staff.



Long-Term Care Ombudsman Programs are Dedicated to Solving Problems

The program resolved or
partially resolved

74%

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



The program worked to resolve

199,238

complaints initiated by
residents, their families,
and other concerned
individuals

The three most frequent nursing facility
complaints handled by ombudsmen were:

- 1 Improper eviction or inadequate discharge/planning;
- 2 Unanswered requests for assistance; and
- 3 Lack of respect for residents, poor staff attitudes.

The three most frequent complaints in
board and care, assisted living, and other
residential care communities handled by
ombudsmen were:

- 1 Administration and organization of medications;
- 2 Quality, quantity, variation and choice of food; and
- 3 Improper eviction or inadequate discharge/planning.

The statistics in this graphic are based on FY 2015 **NORS Data**. For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltcombudsman.org or email ombudcenter@theconsumervoice.org.



The National **Long-Term Care Ombudsman** Resource Center