

# The Long-Term Care Ombudsman Program

## Ombudsman programs are resident advocates!

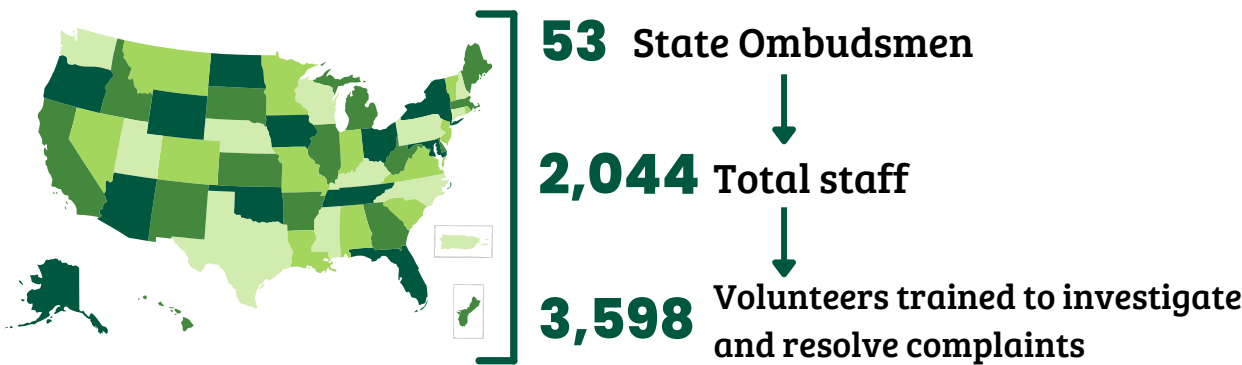
### What does the long-term care Ombudsman program do?

The Ombudsman program advocates for residents of nursing homes, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and affect 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 [ltcombudsman.org/about/about-ombudsman](https://ltcombudsman.org/about/about-ombudsman)

### The Ombudsman Program by the Numbers

#### The Ombudsman program is made up of:



#### In 2024, the program:

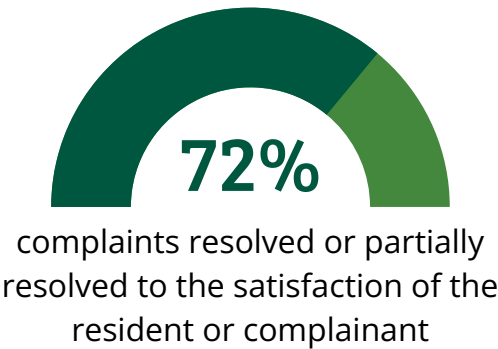
|                                                                                                                                                                                               |                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Provided information and assistance</p> <p><b>543,676 times</b> to residents, family members, concerned individuals, etc.</p> <p><b>167,027 times</b> to long-term care facility staff</p> | <p><b>Information and Assistance</b></p> <p>Providing information on issues impacting residents, such as resident rights, and/or providing assistance to access services.</p> |
| <p>Conducted <b>379,982</b> visits to over <b>50,000</b> long-term care facilities</p>                                                                                                        | <p>Provided <b>3,180</b> training sessions for long-term care facility staff</p>                                                                                              |
| <p>Attended <b>1,284</b> Family Council meetings</p>                                                                                                                                          | <p>Attended <b>20,528</b> Resident Council meetings</p>                                                                                                                       |

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

The program worked to resolve

**205,332**

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



- The three most frequent **nursing facility** complaints handled by Ombudsman program representatives:
- 1 Discharge or eviction
  - 2 Response to requests for assistance
  - 3 Physical abuse

- The three most frequent **residential care community** (e.g., assisted living, board & care) complaints handled by Ombudsman program representatives:
- 1 Discharge or eviction
  - 2 Medications
  - 3 Food services

The statistics in this graphic are based on federal fiscal year (FFY) 2024 NORS Data (October 1, 2023 - September 30, 2024). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit [ltcombudsman.org](https://ltcombudsman.org) or email [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org).



The National Long-Term Care Ombudsman Resource Center