



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.

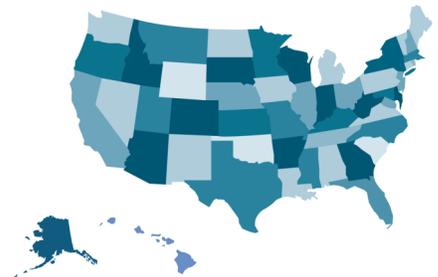


For more information, visit ltombudsman.org/about/about-ombudsman

The Ombudsman Program by the Numbers

In the U.S.

There are 53 State Ombudsmen;
1,297 full-time-equivalent staff; and
6,163 volunteers trained to investigate and resolve complaints.



In 2018 the Program:

provided information regarding long-term care to

409,311
individuals.



attended
1,757
family council meetings.



visited

30,020

long-term care facilities at least quarterly.



attended
21,664
resident council meetings.



provided information and assistance to

134,074

LTC facility managers and staff.



provided
4,287
training sessions for long-term care facility staff.



The program resolved or partially resolved

73%

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



The program worked to resolve

194,516

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

The statistics in this graphic are based on FY 2018 [NORS Data](#). For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit ltombudsman.org or email ombudcenter@theconsumervoice.org.



The National Long-Term Care Ombudsman Resource Center