



Julie Kramer

OMBUDSMAN PROGRAMS FOR LONG-TERM CARE

Has anyone ever heard of an
Ombudsman?

What it is^{1,2}

(**Om-buhdz-muhn**: a person who investigates and attempts to resolve complaints and problems.)

- Advocates for residents of long-term care facilities
 - Nursing homes
 - Board and care homes
 - Assisted living facilities
 - Adult care facilities
- Resolve problems for individuals
- Work for changes on the local, state, and national levels

Ombudsman
Services ●●●●
Resolving Consumer Disputes



Ombudsmen & Optimal Aging²

- Assistance with complaints
- Advocates for improving the long-term care system
- Education on resident rights and good care practices
- Promotes development of organizations and councils
- Mandated to be present in every state
- Confidential

Sign up for the
Consumer Voice
ACTION
NETWORK



PT Advocacy

- When should a PT advocate an Ombudsman to a patient?
 - Resident rights are being violated
 - Complaints occur
 - Abuse
 - Below-standard quality of care



Locating a Program

National Ombudsman Resource Center:

<http://www.ltcombudsman.org/ombudsman>

Consumer Educational Materials

- [AoA fact sheet on Ombudsmen](#)
[LTC Ombudsman Program 2011.pdf](#)

Information for the Waiting Room

- [AoA 2011 Common Complaints](#)
- [NORC Resident Rights](#)

References

1. Department of Health and Human Services. Long-term care Ombudsman program. Agency on Aging Web site. http://www.aoa.gov/aoa_programs/elder_rights/Ombudsman/index.aspx. Published 10/24/12. Updated 2012. Accessed 3/12, 2013.
2. The National Long-term Care Ombudsman Resource Center. About Ombudsmen. The National Long-term Care Ombudsman Resource Center Web site. <http://www.ltcombudsman.org/about-ombudsmen>. Accessed 3/15, 2013.