

Federal Report 2023

What Does the Long-Term Care Ombudsman Program Do?

The Long-Term Care Ombudsman Program advocates to protect and promote the rights of residents living in Long-Term Care. Ombudsmen work to resolve problems individual residents face and affect change to improve quality of life and care.

Ombudsman Program By the Numbers

In 2023, the program worked to resolve **6,342 PROBLEMS** identified by residents, their families and other concerned individuals.

Top Five Problems:



Quality of care



Residents' dignity and rights



Dietary needs



Improper eviction or inadequate discharge



Inadequate environment

Problem Solving:



5,936 INDIVIDUALS

Provided with info on Long-Term Care



5,784 VISITS

Made to Long-Term Care facilities



2,551 STAFF

Provided with info & assistance at Long-Term Care facilities



34 MEETINGS

Attended for family council



1,145 MEETINGS

Attended for resident council



59 TRAINING SESSIONS

Provided for Long-Term Care facility staff

Long-Term Care facility types visited by ombudsmen:



Nursing homes



Assisted living

In Colorado, There are:



16 REGIONAL PROGRAMS



61 TRAINED OMBUDSMEN

to investigate & resolve complaints

Policy HB23-1228:

In 2023, the Nursing Facility Reimbursement Rate Setting law was passed. In summary, the law improves the health and safety of residents living in Colorado nursing homes and increases access to care. The law also established transparency in the ownership and funding of nursing homes through the requirement of obtaining financial statements and disclosure of layered ownership. The Office of the State Long-Term Care Ombudsman Program is currently participating in stakeholder meetings to recommend and develop policies and procedures.

You can find further information here: leg.colorado.gov/bills/hb23-1228

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For more information about the Long-Term Care Ombudsman Program & volunteer opportunities:



coombudsman.org



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