

Colorado State Long-Term Care Ombudsman Program Federal Report 2024

What Does the Long-Term Care Ombudsman Program Do?

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

By the Numbers

In 2024, the LTCOP worked to resolve **6,778 problems** identified by residents, their families, and other concerned individuals.

Top Five Problems



Quality of care issues



Residents' dignity and rights issues



Dietary issues



Improper eviction/ inadequate discharge



Finance and billing issues

LTCOP Solutions



8,771 individuals provided with info on long-term care



7,240 visits made to long-term care facilities



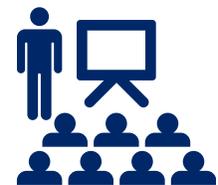
3,201 staff provided with info and assistance at facilities



1,118 meetings attended for Resident Council



37 meetings attended for Family Council



70 training sessions for long-term care facility staff

**Colorado has 16 Regional Programs
and 64 Certified Ombudsmen**



**Colorado ombudsmen work in
long-term care facilities and
communities statewide:**

681 Assisted Living

211 Nursing Homes

12 PACE Day Centers

Abuse Prevention Training

Over the past few years, the Colorado State Long-Term Care Ombudsman Program has continued to receive disturbing numbers of complaints about abuse and neglect. In 2024, as a response to this crisis, the Office of the State Long-Term Care Ombudsman Program launched on-site abuse prevention training for staff and residents in long-term care facilities. Over 300 people have participated in this training across Colorado. Through education and systems advocacy, our mission is to raise awareness to the problem of abuse and neglect, help prevent abuse and neglect, and increase our presence in assisted living residences and nursing homes so that residents can live with dignity and free from harm.

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For more information about the Colorado State Long-Term Care Ombudsman Program, and to inquire about volunteer opportunities, please visit coombudsman.org or email cdhs_ltcombudsman@state.co.us.