Program Overview
The LTCOP identifies and resolves complaints made by, or on behalf of, residents of nursing facilities and board & care facilities*. In 2017, the Ombudsman program advocated on behalf of over 3 million residents in 16,376 nursing facilities and 58,031 board & care facilities. The program received 201,460 complaints and Ombudsmen resolved or partially resolved 73.5% of claims at a satisfactory level.

Most Challenging Complaints
In nursing facilities, the most challenging complaints to resolve are:
- Staffing-related

In board & care facilities, the most challenging complaints to resolve are:
- Admission, transfer, discharge, and eviction

Most Time Consuming Complaints
In nursing facilities, the most time consuming complaints to resolve are:
- Care-related

In board & care facilities, the most time consuming complaints to resolve are:
- Admission, transfer, discharge, and eviction

Most Effective Complaints to Resolve
In nursing facilities and board & care facilities, Ombudsmen are most effective at resolving complaints related to:
- Autonomy, choice, preference, exercise of rights and privacy

LTC Ombudsmen Reported that Fewer Specialized Services are Available for:
- Residents with mental illness
- residents who live in rural areas
- residents who speak a language other than English

Resource Challenges
State and Local Ombudsmen both reported the following as key resource limitations:
- Insufficient funding
- Difficulty recruiting and supporting volunteers

Example Complaints Received by Ombudsmen
- “I’ve been waiting for someone to answer my call light for the last hour.”
- “No one knocks before they enter my room. They don’t understand this is my home too.”
- “I found my dad with bed sores the last two times I visited.”
- “I just got a discharge notice but don’t know how to appeal it.”

*Board & care facilities include assisted living and similar residential settings. The data in this factsheet come from the Handling Resident Complaints Research Brief available at ACL.GOV. To access more data from the National Ombudsman Reporting Systems (NORS) visit https://agid.acl.gov/CustomTables/NORS/Year/. For more information on NORS visit https://acl.gov/programs/protecting-rights-and-preventing-abuse/long-term-care-ombudsman-program. [Version September 2020]