

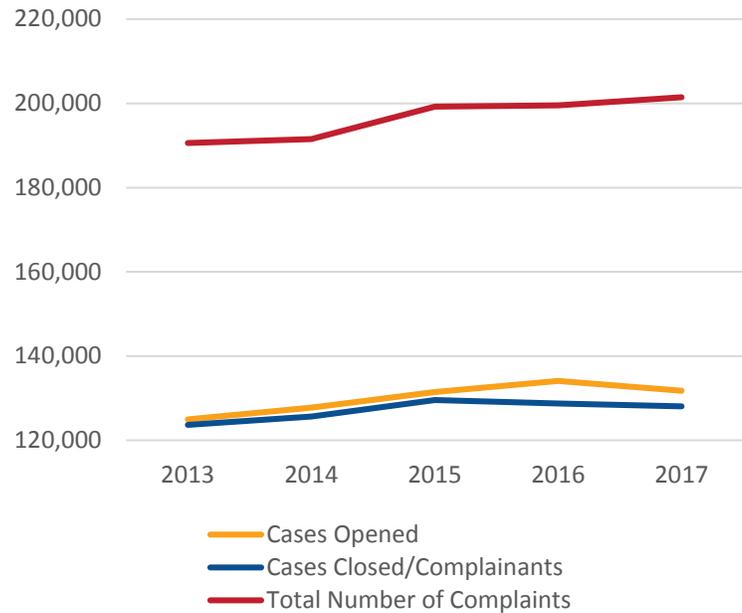


Long-Term Care Ombudsman Program Cases & Complaints

Quick Facts

- Between 2013 and 2017, the total number of complaints, cases opened, and cases closed increased.
- In 2017, the Ombudsman Program completed resolution on 128,091 cases, which contained 201,460 complaints initiated by residents, their families, and other concerned individuals. A case contains one or more complaints.
- In 2017, the Ombudsman Program resolved 73% of all complaints to the full or partial satisfaction of the resident or complainant.

LTCOP Cases & Complaints



The Older Americans Act requires Long-Term Care Ombudsman programs (LTCOP) to identify, investigate, and resolve complaints made by or on behalf of residents who live in LTC facilities in all 50 states, D.C., Puerto Rico, and Guam. **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>.
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