

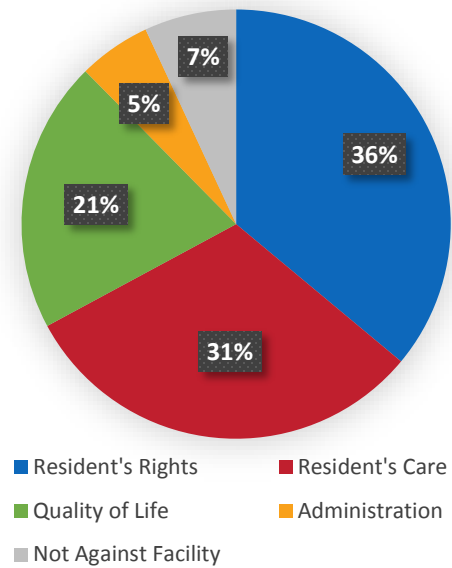


Long-Term Care Ombudsman Program NF Complaints

2017 Quick Facts

- Of the 201,460 closed complaints, 144,003 were addressed in nursing facilities
- The three most frequent complaint sub-types in nursing facilities include:
 1. Care
 2. Autonomy, choice, preference, exercise of rights and privacy
 3. Admission, transfer, discharge and eviction
- Improper eviction or inadequate discharge/planning was the most common complaint in nursing facilities

Major Complaints by Type in Nursing Facilities, 2017



The Older Americans Act requires Long-Term Care Ombudsman programs to identify, investigate, and resolve complaints made by or on behalf of residents who live in nursing facilities (NF) 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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