



SOUTH CAROLINA LONG TERM CARE OMBUDSMAN PROGRAM FFY 2021 Annual Report

WHAT DOES THE LONG-TERM CARE OMBUDSMAN PROGRAM DO?

The Ombudsman program advocates for residents of nursing homes, board and care homes, assisted living facilities, and other similar adult care facilities. Ombudsman programs work to resolve problems individual residents face and effect change at the local, state, and national levels to improve quality of life and care.

THE OMBUDSMAN PROGRAM BY THE NUMBERS



- 27 certified long-term care ombudsmen
- 61 volunteers trained to advocate and resolve complaints
- 1867 hours donated by volunteer ombudsmen

IN 2021 THE PROGRAM:

provided information regarding long-term care to 3,220 individuals



visited 372 long-term care facilities at least quarterly



provided information and assistance to 1,612 LTC facility staff



attended 6 family meetings



attended 15 resident council council meetings



provided 16 training sessions for long-term care facility staff



LONG-TERM CARE OMBUDSMAN PROGRAMS ARE DEDICATED TO SOLVING PROBLEMS

The three most frequent nursing facility complaints handled by ombudsmen were:

THE PROGRAM
RESOLVED OR
PARTIALLY RESOLVED
89 %
OF COMPLAINTS TO
THE SATISFACTION OF
THE RESIDENT OR
COMPLAINANT

- 1 Improper or inadequate care
- 2 Abuse, neglect, and exploitation
- 3 Lack of choice and respect for residents

OMBUDSMEN ARE RESIDENT ADVOCATES!

THE PROGRAM WORKED
TO RESOLVE
3,012
COMPLAINTS INITIATED
BY RESIDENTS THEIR
FAMILIES AND OTHER
CONCERNED
INDIVIDUALS

The three most frequent complaints in board and care, assisted living, and other residential care communities handled by ombudsmen were:

- 1 Improper or inadequate care
- 2 Abuse, neglect, and exploitation
- 3 Environment, housekeeping and pest control

The statistics in this graphic are based on FFY 2021 NORS Data. For more information about the Long-Term Care Ombudsman Program, and volunteer opportunities, visit aging.sc.gov/programs-initiatives/long-term-care-ombudsman-program