

# North Carolina State Long-Term Care Ombudsman Program

2022 ANNUAL REPORT: OCTOBER 1, 2021 - SEPTEMBER 30, 2022

## PROGRAM OVERVIEW SNAPSHOT



**3,240** Complaints closed by the LTC Ombudsmen Program



**1,887** Complainants assisted by State and Regional LTC Ombudsmen



**6,222** Instances of technical assistance provided to individuals regarding long-term care issues



**3,133** Resident visits made in adult care homes and nursing homes



**512** Facility licensure survey participation



**105** Resident council meetings attended



**6** Family council meetings attended



**413** Community education workshops conducted



**2,215** Consultations to LTC providers



**159** Training sessions provided for staff in LTC facilities



**922** Hours spent training community advisory committee members and new ombudsmen

*Promoting quality of life and quality of care for long-term care residents.*



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Aging and Adult Services

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