

4,350



Complaints received by the LTC Ombudsman Program

# North Carolina State Long-Term Care Ombudsman Program

2017 Annual Report: October 1, 2016 - September 30, 2017

## Program Overview Snapshot

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

2,031



Complainants assisted by State and Regional LTC Ombudsmen

5,785



Instances of technical assistance provided to individuals regarding long-term care issues

7,217



Resident visits made in adult care homes and nursing homes

642



Facility licensure surveys observed

109



Resident council meetings attended

18



Family council meetings attended

575



Community education workshops conducted

2,747



Consultations to LTC providers

313



Training sessions provided for staff in LTC facilities

1,665



Hours spent training community advisory committee members and new ombudsmen

