

4,337



Complaints received by the LTC Ombudsman Program

North Carolina State Long-Term Care Ombudsman Program

2018 Annual Report: October 1, 2017 - September 30, 2018

Program Overview Snapshot

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

2,142



Complainants assisted by State and Regional LTC Ombudsmen

5,721



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

7,850



Resident visits made in adult care homes and nursing homes

627



Facility licensure surveys observed

150



Resident council meetings attended

39



Family council meetings attended

624



Community education workshops conducted

3,166



Consultations to LTC providers

303



Training sessions provided for staff in LTC facilities

1,953



Hours spent training community advisory committee members and new ombudsmen

