

NORTH CAROLINA STATE

Long-Term Care Ombudsman Program

2023 ANNUAL REPORT: OCTOBER 1, 2022 – SEPTEMBER 30, 2023

PROGRAM OVERVIEW SNAPSHOT



2,860 Complaints closed by the LTC Ombudsmen Program



1,745 Complainants assisted by State and Regional LTC Ombudsmen



6,161 Instances of technical assistance provided to individuals regarding long-term care issues



4,342 Resident visits made in adult care homes and nursing homes



587 Facility licensure survey participation



85 Resident council meetings attended



16 Family council meetings attended



455 Community education workshops conducted



2,203 Consultations to LTC providers



237 Training sessions provided for staff in LTC facilities



3,877 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

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