



# Maryland Long-Term Care Ombudsman Program

PRESENTATION TO THE SMALL ASSISTED LIVING WORK GROUP

DECEMBER 5, 2022



# Maryland Long-Term Care Ombudsman Program

Protecting the rights and  
promoting the well-being of  
residents of long-term care  
facilities

# What is an Ombudsman?

The word ombudsman is Scandinavian in origin. In the United States, it has come to mean “advocate.”

# What Does a Long-Term Care Ombudsman Do?

- ▶ Advocates for residents of nursing home and assisted living facilities
- ▶ Works to resolve problems and complaints of individual residents
- ▶ Visits nursing homes and assisted living facilities
- ▶ Provides information and assistance to the residents, their families, facility staff, and the public
- ▶ Educates the public about long-term care issues
- ▶ Works to bring about change that improves the quality of care and quality of life for all long-term care residents

# Structure of the Maryland Long-Term Care Ombudsman Program

- ▶ Office of the State Long-Term Care Ombudsman
- ▶ Headed by the State Long-Term Care Ombudsman
- ▶ 19 Local Ombudsman Offices
- ▶ Employed Local and State Staff
- ▶ Volunteers

# FY 21 Program Data

- ▶ Total Complaints 3711
- ▶ Nursing Home Complaints 3120
- ▶ Assisted Living Complaints 591

# Assisted Living Complaints

- ▶ Care
- ▶ Autonomy, Choice
- ▶ Rights
- ▶ Admissions, Transfer, Discharge, Eviction
- ▶ Abuse, Gross neglect, Exploitation
- ▶ Access to Information
- ▶ Facility Policies, Procedures, and Practices
- ▶ Environment and Financial, Property (tied)

# Considerations for this Group

- ▶ What information is available to the public about assisted living facilities?
- ▶ What information is available to the public about assisted living residents?
- ▶ What information is available to the public about choosing and financing assisted living facilities?
- ▶ How are assisted facilities licensed and should their be a certificate of need process?
- ▶ What can be done to decrease the number of unlicensed assisted living facilities?





Thank you!

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Ombudsman

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