

Assisted Living Wednesday Provider Meeting 3/12/2025



State Long-Term Care Ombudsman

Advocates for Excellence in Your Care!

POLL

Have you worked with an ombudsman?

A: Yes, a regional ombudsman called me

B: Yes, I saw a regional ombudsman at a facility

C: Yes, just a phone call to the regional/state office

D: Yes, I have their direct number and called them (more than one contact)

E: No

LTC OMBUDSMAN MISSION

The Office of the State Long-Term Care Ombudsman advocates for excellence in long-term services and supports wherever consumers live.

LTC OMBUDSMAN STRUCTURE

- Established by Older Americans Act
- State Office
- 12 regional programs align with AAA Regions
- 100 paid staff
- 230 volunteers
- All representatives of the Office
- Resident focused - Not regulatory

Ombudsman Regions



WHO RECEIVES LTC SERVICES AND SUPPORTS?

Over 200,000 Ohioans receive long-term care services and supports (LTCSS)

- 950 Nursing Home providers
- 800 Assisted Living providers (RCF)
- 800 Residential Facility Class 2 (Adult Group Homes)
- 2,600+ Home Community Based Services



EDUCATE • EMPOWER • ADVOCATE

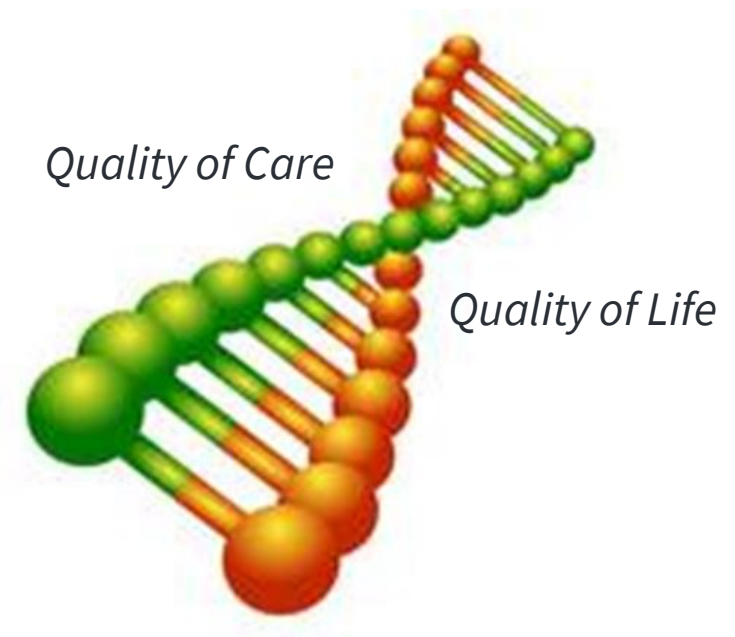
- Regular Presence
- Client Complaint Handling
- Selection Assistance
- Systems Advocacy
- Work with Resident & Family Councils
- Provider Consultation/In-service Training
- Community education about their rights and benefits



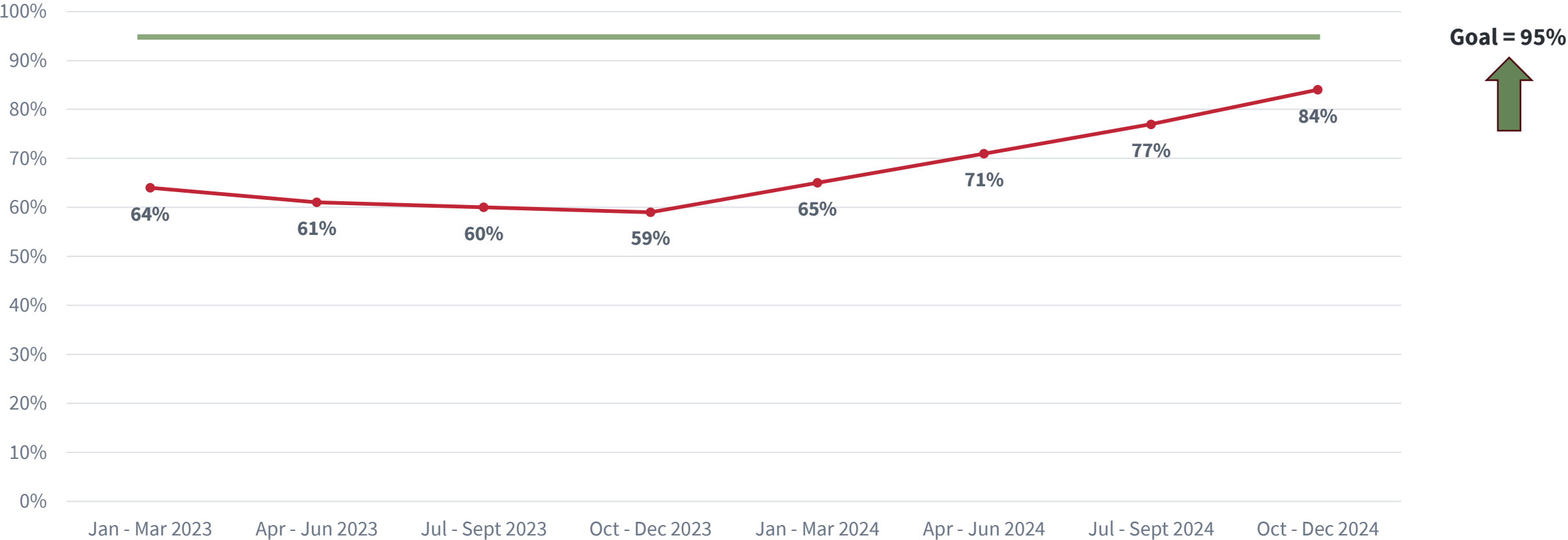
RESIDENTS' RIGHTS CONCEPTUAL FRAMEWORK

36 Resident Rights spelled out in ORC 3721.13

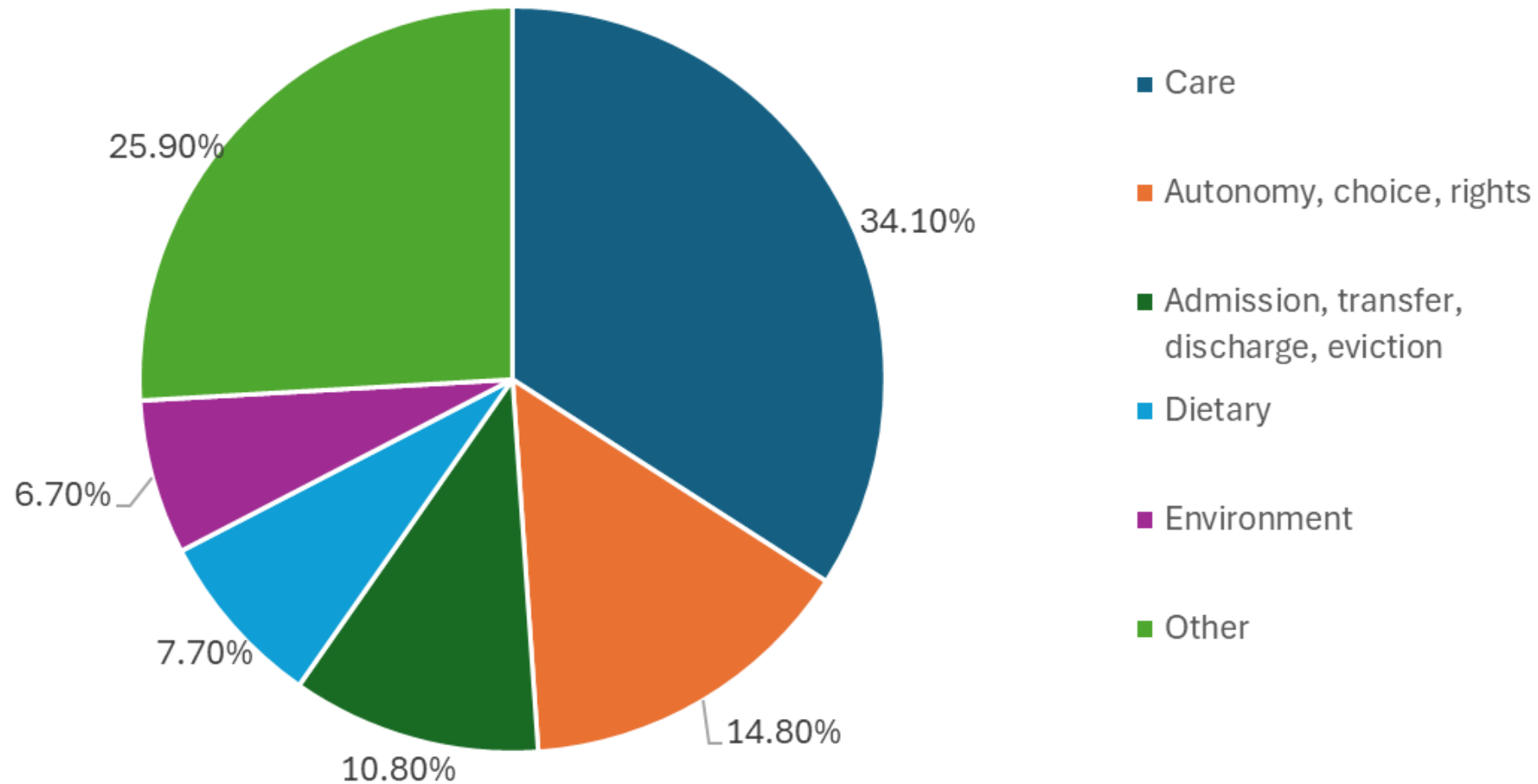
- Information
- Choice & self-determination
- Participation
- Privacy, Dignity & Respect



RCF Quarterly Regular Presence Statewide Data



COMMON COMPLAINTS



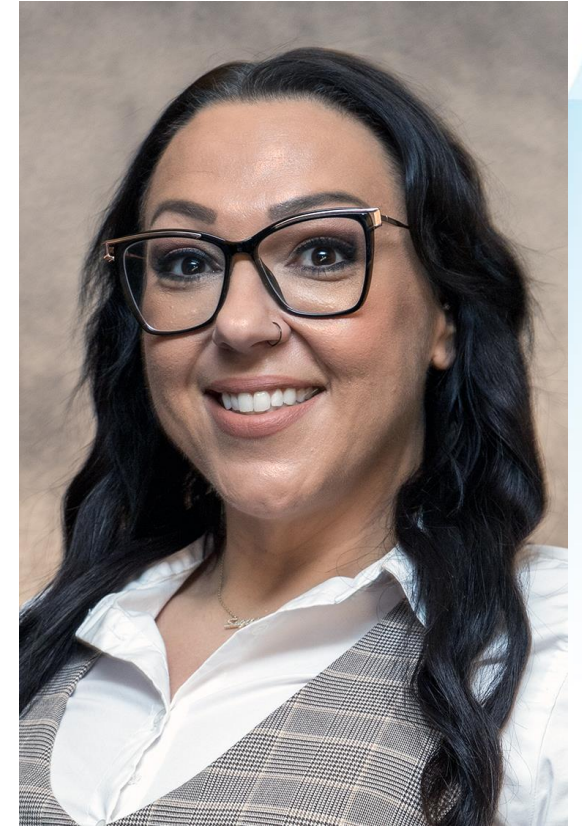
HOW TO WORK WITH THE OMBUDSMAN

- Call Us! Get to know the regional Ombudsman assigned to your AL.
- Provide specific details about the issues;
Including all resident/representative contact information.
5 “W’s”.
Consent!
- Complete, Accurate and Relevant information.
- Provide timely updates.
- Be patient! Unless urgency.

QUESTIONS?

Ombudsman.Ohio.gov

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