

Long-Term Care Ombudsman Program assistance, visits, and activities in residential care communities

Christine Caffrey, PhD and Manisha Sengupta, PhD

Introduction

The Long-Term Care Ombudsman Program is an advocacy program that serves people living in long-term care facilities, such as nursing homes and residential care communities. The program works to resolve resident problems, and provides information to residents, their families and facility staff about resident rights, care, and quality of life. This report provides findings on how often a Long-Term Care Ombudsman Program representative assisted or visited residential care communities. It also presents the activities of the Long-Term Care Ombudsman Program representative among residential care communities that had a visit or assistance from a representative.

Findings

Long-Term Care Ombudsman Program assistance or visits from a representative

- Nearly two-thirds of residential care communities (65%) had assistance or visits from a representative; 26% at least once every three months; 14% less than once every three months; and 25% who responded yes but were unsure how often (Figure 1).
- About one-quarter of residential care communities (24%) did not have assistance or visits from a representative.
- Ten percent of residential care communities did not know if they had assistance or visits from a representative.

Long-Term Care Ombudsman Program activities among residential care communities that had assistance or visits from a representative

- About two-thirds (65%) of residential care communities had a representative visit residents in-person and more than one-half (53%) of them had a representative interact or contact residents remotely (Figure 2).
- Approximately one-half of residential care communities had a representative that provided information or education to staff on resident issues (59%), responded to resident complaints (55%), responded to staff requests for help with resident issues or resident advocacy (52%), and recommended processes to improve resident rights, care, or quality of life (51%).
- One-quarter of residential care communities had a representative that worked with resident or family councils.
- Almost one-quarter of residential care communities (23%) had a representative that engaged in some other activity.

Data source and methods

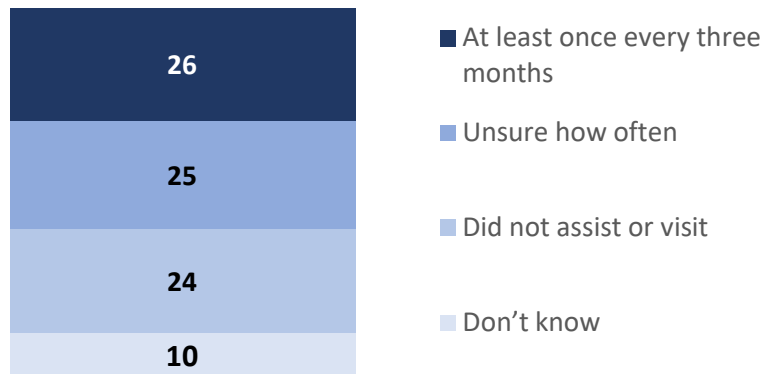
The National Post-acute and Long-term Care Study (NPALS) collects data on assisted living and similar residential care communities every two years for all 50 states and the District of Columbia. The goal is to monitor the diverse post-acute and long-term care sectors. The data shown in these figures are based on preliminary data collected for the 2020 NPALS beginning in November 2020 through March 2021. The latest response date in the preliminary data is March 25, 2021. The results are based on survey responses from 3,295 eligible RCCs from a sample of 11,618 RCCs and are weighted to be nationally representative. The data used in these figures are considered preliminary and the results may change after the release of the final 2020 NPALS data file, which will be updated in 2022. Data represent RCCs and not individuals. For more details about the RCC preliminary data

see Technical Notes and for more information about NPALS, please visit https://www.cdc.gov/nchs/npals/about_npals.htm.

The two LTC Ombudsman questions ask about the 12 months prior to the survey which extends November 2019 through March 2021, depending on when the questionnaire was completed.

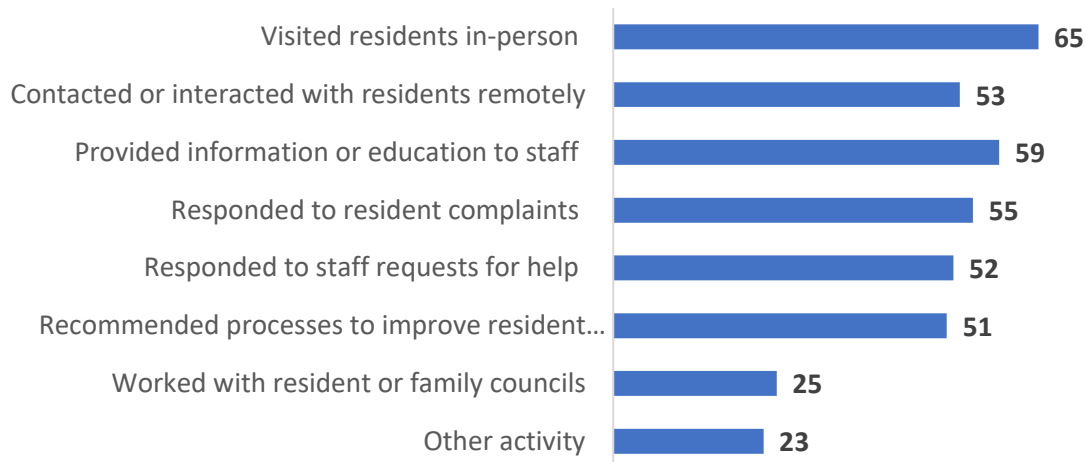
Figures

Figure 1. How often a Long-Term Care Ombudsman Program representative assisted or visited residential care communities in the 12 months prior to the survey: United States, 2020



Notes: Percentages are based on unrounded numbers; estimates may not add up to totals because of rounding. Figure excludes cases with missing data. This question asks about the 12 months prior to the survey which extends November 2020 through March 2021, depending on when the questionnaire was completed. See Data source and methods in this report for details. Source: NCHS, National Post-acute and Long-term Care Study, 2020

Figure 2. Activities of the Long-Term Care Ombudsman Program representative among residential care communities that had a visit or assistance from a representative in the 12 months prior to the survey: United States, 2020



Notes: Figure excludes cases with missing data. This question ask about the 12 months prior to the survey which extends November 2020 through March 2021, depending on when the questionnaire was completed. Individual activities are not mutually exclusive; a residential care community can be counted for more than one activity. See Data source and methods in this report for details. Source: NCHS, National Post-acute and Long-term Care Study, 2020

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