PRESENTS

An Overview of

The Long Term Care (LTC) Ombudsman Program
A Swedish word, Ombudsman (pronounced om-budz-man) is a specially trained advocate who is given authority under federal and state law to investigate and resolve complaints made by, or on behalf of, long term care consumers.
Ombudsman Authority

- The Long-Term Care Ombudsman Program is authorized by Chapter VII, Section 712 of the Older Americans Act of 1965, as amended, and Alabama Law Act No. 85-657.
Activities Performed by the LTC Ombudsman

- Serve as resident advocate;
- Investigate and work to resolve problems or complaints affecting long-term care residents;
- Identify problem areas in long-term care and advocate for change;
- Visit long-term care facilities routinely to talk to residents and monitor conditions.
Activities Performed by the LTC Ombudsman continued

- Make presentations to nursing facility residents, staff, and provide community education to the general public;

- Guide residents/families through the long term care system;
Activities Performed by the LTC Ombudsman continued

- Represent clients’ interest before state government officials by working to change laws, regulations and policies that affect those receiving long term care services;
- Act as a mediator between residents, family members, and facility staff;
- Educate the residents, family, facility staff, and community about residents’ rights
The Alabama Department of Senior Services has administrative authority over the State Long-Term Care Ombudsman Program.
When did the LTC Ombudsman program establish collaboration began with the Alabama Medicaid Agency?

- The LTC Ombudsman Program began its partnership with Medicaid on August 1, 2002 to assist Medicaid with nursing home resident concerns/complaints, and provide education and training to LTC facility staff about the need to improve quality of care and well-being of residents.
Target Population

Individuals residing in:

- Nursing Homes;
- Assisted Living Facilities (ALF) Speciality Care Assisted Living Facilities (SCALF);
- Other long term care facilities where Medicaid funding is approved, and licensed by Alabama Department of Public Health.
The SLTC Ombudsman Program operates under the Alabama Department of Senior Services. There are currently 19.20 certified local Ombudsmen in 13 Area Agencies on Aging.
Who can ask for assistance?

- Any person interested in improving the quality of care for consumers;
- A resident of a long term care facility;
- A friend or relative of a resident; or
- Representatives of public agencies and community groups.
Residents Have the Right to Express their Complaints...

- State Regulations for long term care facilities indicate that individuals may voice their grievances to anyone outside of the facility.

- All communication is confidential.
What is the cost to receive Ombudsman services?

- All LTC Ombudsman services are free of charge.
Additional Information

If you have further questions regarding Alabama’s Long-Term Care Ombudsman Program, please contact:

- Virginia Moore-Bell, Director, Alabama’s State Long-Term Care Ombudsman at 877-425-224; or directly at 334-242-5743;
- Robin Arrington, Associate Director, LTC Provider/Recipient Services Unit, Alabama Medicaid Agency, 353-4754