Office of the DC Long Term Care Ombudsman

Educating, Empowering, Advocating

Championing the Dignity and Rights of Seniors in Washington, DC
Ombudsman Program Mission

We are an advocate and resource for older adults and persons with disabilities who live in long-term care facilities or receive in-home services through the EPD Medicaid Waiver, with the goal of enhancing residents’ quality of life and quality of care.
The Ombudsman Program

- Federal Older Americans Act – Title VII
  - Office of the State LTC Ombudsman in every state
  - Access to all LTC facilities without interference
  - Access to residents and records (HIPAA exempt)
  - Not mandatory reporters of abuse
Empowering Long-Term Care Residents
What Do Ombudsman Do?

- Identify, investigate, and resolve complaints made by or on behalf of residents.
- Provide information to residents and families about long-term care services.
- Provide technical support for the development of resident and family councils.
- Advocate for systemic changes to improve residents’ quality of life and care.
- Represent resident interests before governmental agencies.
- Seek legal, administrative, and other remedies to protect residents.
- Ensure residents have regular and timely access to the Ombudsman Program.
- Train and support a core of 25 volunteers.
Who Do We Serve?

- Nursing Homes (19 / 2,606 residents)
- Assisted Living (12 / 766 residents)
- Community Residence Facilities (100+ / 658 residents)
- EPD Waiver clients (3,100 +)
Fast Facts From 2019

- 459 complaints, 83% resolved
- 514 requests for information & consultation
- 93 resident & 14 family council meetings
- 182 requests for information/TA from providers
Complaint Venue

District of Columbia

- Nursing homes: 254 (55%)
- Adult care facilities: 100 (22%)
- Other: 105 (23%)

National

- Nursing homes
- Adult care facilities
- Other

FFY 2019 Data
Most Frequent Nursing Home Complaints

• Discharge / eviction
• Personal hygiene
• Medications
• Billing/Charges
• Care plan / resident assessment
Most Frequent ALR and CRF Complaints

- Discharge / eviction
- Medications
- Equipment / building
- Cleanliness, pests, housekeeping
- ADA accessibility
Most Frequent HCBS Complaints

- Staffing (inadequate number, poorly trained, lack of hours, etc.) inconsistencies
- Care plan not followed
- Case managers not conducting monthly visits
- Discharge and reduction of service notices
Trends in Long-Term Care

• Increasingly diverse resident population
• Growing demand for affordable assisted living and home and community-based services options
• High frequency of inappropriate attempted discharges and evictions
• Rebalancing of the long-term care system to address Medicaid budgets
• Workforce issues
• Increased use of technology