

Long Term Care Ombudsman

Improving the quality of care and quality of life for residents of licensed long term care facilities.



Recommended Ratio



Ombudsman

2,000

Long-Term Care Beds

Michigan's Current Ratio



Ombudsman

5,177

Long-Term Care Beds

Data from FY 2023

ACTION: Adequately staff Michigan's Long Term Care Ombudsman Program by adding 33 new Ombudsman at an estimated total cost of \$3 million.

ACTION: Direct the Commission on Services to the Aging to update the Ombudsman Funding Formula to distribute increased funds more adequately.

To contact an ombudsman, call 1-866-485-9393 or email MLTCOP@meji.org

Long Term Care Ombudsmen (LTCO) are a neutral third party who act as advocates for residents of licensed long term care facilities to improve their quality of care and life. Licensed long-term care facilities can include nursing homes (NH), homes for the aged (HFA), and adult foster care (AFC) homes.

Michigan is
3rd in the nation for
number of facilities
8th in the nation for
number of beds

3,401 

complaints fielded by ombudsman
in the last fiscal year.

Average expenditure per bed

\$19.47 **\$49.47**
in Michigan National

This means Michigan long-term care residents receive **\$30 less** than the long-term care resident in another state.

Top complaints of FY 2021

- Involuntary discharge or eviction from a facility (298)
- Failure to respond to requests for help (221)
- Lack of dignity & staff treatment of residents (196)
- Medication administration mistakes (127)
- Requests for less restrictive settings (126)

33 

new LTCO needed
to bring Michigan's ratio down to the recommend number of one ombudsman for every 2,000 long-term care beds.

The current formula to distribute LTCO funding **has not been updated since 1987 and does not include HFAs or AFCs**, even though LTCO are responsible for addressing HFA and AFC residents' complaints.

The Long Term Care Ombudsman Program is authorized by the Older Americans Act and is funded by state and federal Older Americans Act funding. Some programs also use local funding supported by their Area Agency on Aging.