



Maryland Long-Term Care Ombudsman Program

FFY25 Annual Report

Authorized under the Older Americans Act, the Maryland Long-Term Care Ombudsman Program advocates for the health, safety, well-being, and rights of residents living in assisted living and nursing homes. Ombudsmen work at the direction of the resident and only take action with the resident’s consent.

Case Investigation



3,978 Complaints were investigated, verified and resolved by Long-Term Care Ombudsmen.



86% of investigated complaints were resolved to the **satisfaction of the resident.**

“I Have known the ombudsman for about 5 ½ years. Whenever I’ve had an issue that could not be resolved in-house, I’ve called my ombudsman for help. It has been taken care of in a timely manner. He comes to talk to me personally. He asks questions and listens to what you have to say. If not for the ombudsman and people like him, we would not have a voice to be heard, because the administration and owners don’t listen to us.”

-Catherine (Nursing Home Resident)

Ombudsmen In Action



7,252 Visits to Nursing Homes and Assisted Living Homes



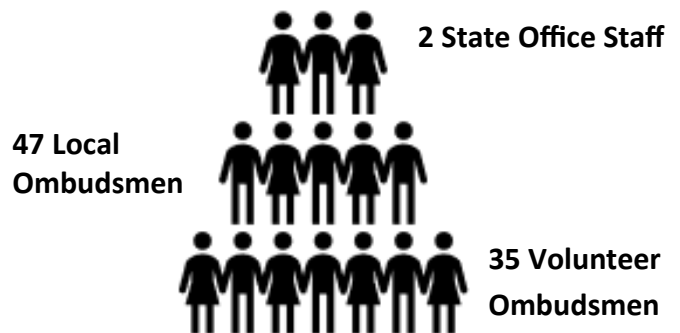
7,013 Instances of Information and Assistance provided



505 Resident/Family Councils attended



173 Community Education events provided



Licensed Long-Term Care Homes in Maryland

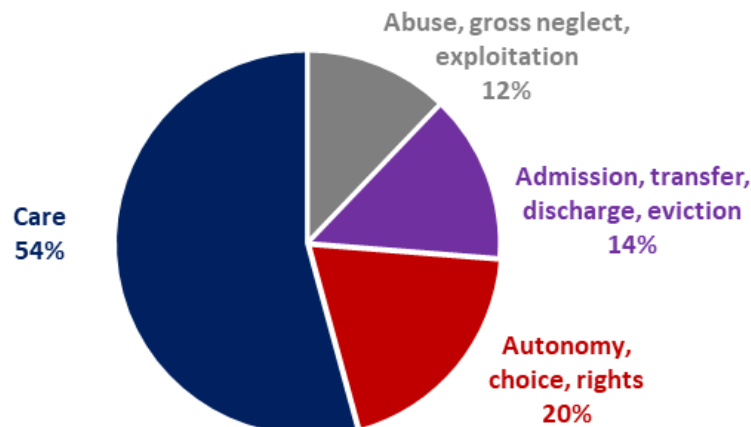
220 Nursing Homes

1,622 Assisted Living Homes

54,287 Total Beds

Complaints

Top Complaint Categories



“When I came to the nursing home I felt out of place. Then I met my ombudsman, who was someone I could talk to. They told me about the resident council, which changed how I felt about being in the nursing home because participating gives me purpose and makes me feel like I make a difference for other people.”

-Brian (Nursing Home Resident)

Top Individual Complaints

Nursing Homes

1. Discharge or Eviction
2. Response to requests for assistance
3. Medications
4. Other rights and preferences
5. Personal hygiene

Assisted Living Homes

1. Discharge or Eviction
2. Other Rights and Preferences
3. Medications
4. Abuse: Physical
5. Gross Neglect

Systemic Advocacy

- Revised and updated the Maryland Long-Term Care Ombudsman Policy and Procedures Manual
- Created a four part Culture Change Symposium with was attended by over 200 providers
- Commented on the new Assisted Living Regulations
- Created a presentation to educate hospitals on the Long-Term Care Ombudsman program and applicable long-term care discharge rules and regulations
- Worked with Legislators to draft an ombudsman funding bill to help protect the ombudsman program and a nursing home involuntary discharge bill to further protect resident’s rights
- Created and printed an Abuse Prevention Pocket Guide for long-term care staff