



# Maryland Long-Term Care Ombudsman Program

## FFY24 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. In Maryland, there are 220 nursing homes and 1,622 licensed assisted living homes totaling over 53,907 long-term care beds.

### Case Investigation



**3,312** Complaints were investigated, verified and resolved by Long-Term Care Ombudsmen.



**84%** of complaints were resolved to the **satisfaction of the resident**.

### Ombudsmen In Action



**6,277** Visits to Nursing Homes and Assisted Living Homes



**6,835** Instances of Information and Assistance provided



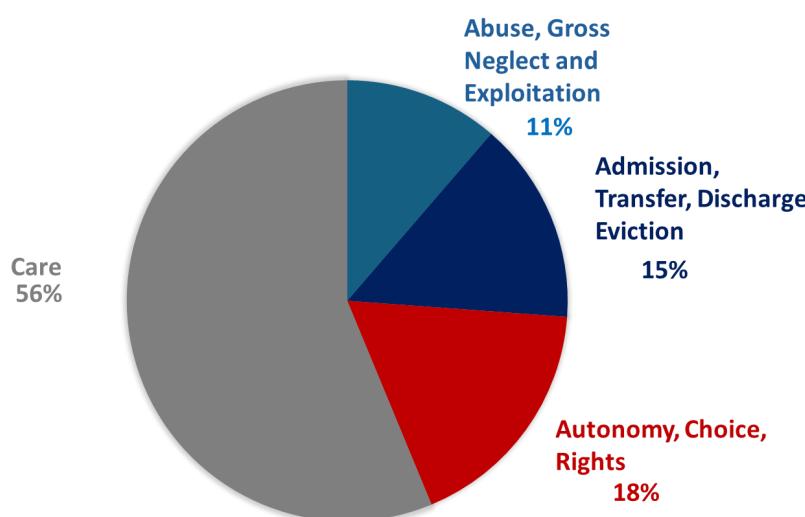
**430** Resident/Family Councils attended



**129** Community Education events provided

### Complaints

#### Top Complaint Categories



#### Top Individual Complaints

1. Discharge or Eviction
2. Response to requests for assistance
3. Symptoms unattended
4. Personal hygiene
5. Medications