



**Commission on Aging
Long Term Care Ombudsman Report
May 17, 2022**

- 1) The Ombudsman has struggled with a vacancy rate over 50%. As of May 16th, 19 of the 20 ombudsman positions are filled. This will allow the program to spend more time with residents while conducting visits and providing advocacy to residents.

- 2) Cases statistics for April 22:
156 cases opened statewide
 - Carson District 13 cases
 - Elko District 1 case
 - Vegas District 111 cases
 - Reno District 31 cases

- 3) The Ombudsman program is working on marketing strategies to inform the public and residents about the Long Term Care Ombudsman program in hopes to increase resident access to the program. In October, the Ombudsman program was featured on the show Aging and Awesome and the focus was on Resident's Rights. You can watch the video here:
<https://youtu.be/PxSeCfHOTwo>

- 4) The State Ombudsman collaborated with ADSD Chief Rights Attorney to create and present a discharge appeal training to the legal assistance providers in the state. This training will provide attorneys with these organizations the tools to effectively represent the residents who appeal discharges from skilled nursing facilities.

Ombudsman Helpline Number-1-888-282-1155