

**FOR MORE INFORMATION, CONTACT THE  
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Wyoming  
Department  
of Health

Commit to your health.

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*A Private Nonprofit Agency*

**CONCERNED ABOUT  
PEOPLE RECEIVING  
LONG TERM CARE  
SERVICES?**



**THE LONG TERM CARE  
OMBUDSMAN  
CAN HELP**

## WHAT IS A LONG TERM CARE OMBUDSMAN?

“**Ombudsman**” is a Swedish word that means “citizens representative.”

The primary duty of an ombudsman is protecting the rights of individuals by investigating and resolving problems and grievances, providing information, and working with institutions, organizations and agencies to increase their responsiveness to the people they serve. An ombudsman acts on behalf of persons who need assistance in advocating their own cause.

A long term care ombudsman serves the residents of long term care facilities. These facilities include nursing homes, or skilled nursing and intermediate care facilities, residential facilities, and recipients of home care programs.

Residents of long term care facilities sometimes have little or no contact with the outside world and some may feel they lack control over their own lives. The long term care ombudsman serves as a resident advocate and assists in the resolution of problems and concerns. The goal of the Ombudsman Program is to improve the quality of life for long term care residents.

## WHAT DOES THE OMBUDSMAN DO?



- Receives, investigates and attempts to resolve problems or complaints affecting residents of long term care facilities.
- Answers questions and provides information and referral about long term care, related services and Medicare/Medicaid fraud, waste and abuse.
- Promotes resident, family and community involvement in long term care.
- Promotes community education and awareness of the needs of long term care residents.
- Coordinates efforts with other agencies and organizations concerned with long term care.
- Identifies issues and problem areas in long term care and recommends needed changes.

## WHAT KINDS OF PROBLEMS DOES THE OMBUDSMAN HANDLE?

- Problems related to the rights of residents of long term care facilities as citizens and as residents.
- Concerns about the care or treatment provided in long term care facilities such as admissions, health services, drugs, food, resident funds and transfer or discharge.
- Medicare/Medicaid fraud, waste and abuse through the Senior Medicare Patrol Program.

## WHO DOES THE OMBUDSMAN SERVE?

- Residents or potential residents of long term care facilities (nursing homes, board and care homes, and home care).
- Relatives or friends of long term care residents.
- Long term care employees and administrators.
- Members of community groups or citizens interested in improving long term care.