



# UNIVERSITY OF NEBRASKA AT OMAHA GERONTOLOGY

Do You Have The Cour**AGE** to Care?



The Nebraska State Long-term Care Ombudsman program.

The Nebraska State Long-term Care Ombudsman program is a program authorized under the Older American's Act to improve the quality of care in nursing homes in response to complaints to the White House in the 1970's under President Nixon. Each state is able to set up and run their program as long as it meets federal guidelines.

The Ombudsman office receives complaints and investigates and resolves issues made by or on behalf of individuals living in long-term care facilities or assisted living facilities. Complaints can range from care issues at the facility, resident rights, issues with other residents, family disputes, and Medicare and Medicaid issues. The Ombudsman must be knowledgeable in regulatory and legislative changes as they pertain to long-term care.

The State of Nebraska has seven paid staff members throughout the state as well as the State Ombudsman position, housed in Lincoln, who manages the program. In addition to paid staff, each local Ombudsman has a group of volunteers who are assigned a facility to visit on a weekly basis. The Ombudsman volunteer must complete a certain number of required

classroom training hours and additional training every two years in order to remain a certified Ombudsman volunteer.

The program helps ensure that residents enjoy the best quality of life by promoting, protecting, and providing, education on the rights of residents.

Click [Here](#) for flyer with more information.

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