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Subject: Long-Term Care Ombudsman Programs Final Rule

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Long-Term Care Ombudsman Programs Final Rule

Exciting news!

The Long-Term Care Ombudsman Programs final rule now can be found online in the Federal Register. A culmination of several years of collaborative work with our partners, this rule guides implementation of the portions of the Older Americans Act governing grants to states for operation of Long-Term Care (LTC) Ombudsman programs.

Key issues this rule addresses include:

- Responsibilities of key figures in the system, including the Ombudsman and representatives of the Office of the Ombudsman;
- Responsibilities of the entities in which LTC Ombudsman programs are housed;
- Criteria for establishing consistent, person-centered approaches to resolving complaints on behalf of residents;
- Appropriate role of LTC Ombudsman programs in resolving abuse complaints; and
- Conflicts of interest: processes for identifying and remedying conflicts so that residents have access to effective, credible ombudsman services.
- [Read more here.](#)

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