

Stable and Sufficient Funding for Long Term Care Ombuds



The Department of Commerce has a decision package to stabilize the funding for the WA State Long Term Care Ombuds Program and bring it in line with the Institutes of Medicine recommended staffing levels.

Washington State's Long Term Care System is Growing

12% increase in licensed long term care beds since 2016

Over 7000 new beds licensed since 2020

Growth is accelerating to meet demand

Long Term Care Ombuds



Advocate for residents of nursing homes, adult family homes, and assisted living facilities.



Promote and protect the resident rights guaranteed to residents under state and federal law.



Receive and resolve complaints for situations involving quality of care, use of restraints, transfer and discharge, abuse and other aspects of resident dignity and rights.

LTC Ombuds are Successful in Resolving Complaints

LTC Ombuds work directly with residents and their facility to resolve complaints. Over 92% of the time the complaint is successfully managed by the ombuds program.

LTC Ombuds is well below recommended staffing levels

The Institute of Medicine recommends 1 FTE for every 2000 licensed beds



Washington is only at 58% of the recommended number of ombuds



Commerce decision package grows the LTC ombuds program over the next 4 years to the recommended level.

