



## STATE HEALTH

# Advancing Long-Term Care Ombudsmen

State ombudsmen\* help make sure that residents living in a long-term care facility find it as fulfilling and dignified as possible—and Guidehouse is here to support and enhance their mission.

“We commissioned Guidehouse for two separate projects involving an in-depth program analysis and strategic recommendations for improvement. I can’t express enough how impressed we were with the dedication, hard work, care, and attention the Guidehouse team put into this assignment. From their understanding of our program nuances to their hands-on strategic approach, their desire to make our program the best it can be shone through in every aspect of their work.”

Terri Cantrell, State Long-Term Care Ombudsman, Florida Department of Elder Affairs

Working with state units on aging and state long-term care ombudsman programs across the country, our team of passionate, experienced experts in the field of aging has designed solutions to improve their capacity for more effective individual and systemic advocacy. As ombudsmen look to protect residents’ rights and help make their long-term care facilities more of a “home away from home,” our solutions support the building blocks for that home.

Solution	Action	Value
Structural/Operational Assessment	We assess your ombudsman office's capacity for advocacy to help understand current and future needs.	Creates a roadmap toward more comprehensive advocacy
National Comparative Evaluation	We compare your program to national and peer benchmarks and best practices.	Contextualizes state performance to leverage national best practices
Capacity-Building Recommendations	We develop targeted recommendations based on such identified needs as: <ul style="list-style-type: none"> <li>• Prioritizing existing resources/ombudsman time</li> <li>• Evaluating program operations, roles, outcomes, and efficiency</li> <li>• Identifying areas requiring additional investment</li> <li>• Incorporating forward-looking processes for assessing continued performance</li> </ul>	Supplies actionable steps to build a stronger network of ombudsmen with greater capacity for advocacy
Technical Assistance	We provide supportive, customized solutions for training, legislative, and budget activities, along with subject matter expertise to meet mission-critical objectives.	Leverages Guidehouse expertise to grow your ombudsman abilities and program presence
Program Improvement Implementation	We develop strategies to implement necessary operational and program changes and support your ombudsman office along the way.	Operationalizes recommendations for more effective advocacy

\* **ombudsman** (noun); plural ombudsmen: a person who investigates, reports on, and helps settle complaints : an individual usually affiliated with an organization or business who serves as an advocate for patients, consumers, employees, etc.

## The Guidehouse Difference

### Unique Commercial & Public Sector Expertise

Our seasoned team draws upon a broad spectrum of commercial and public sector subject matter experts, leading technologists, and next-generation innovators to develop solutions that help clients outmaneuver their toughest issues.

### End-to-End Data Services

Our proven experience solving complex, end-to-end data management issues stems from our demonstrated proficiency with needs assessment, strategy development, solution design, implementation, and operations.

### Contacts

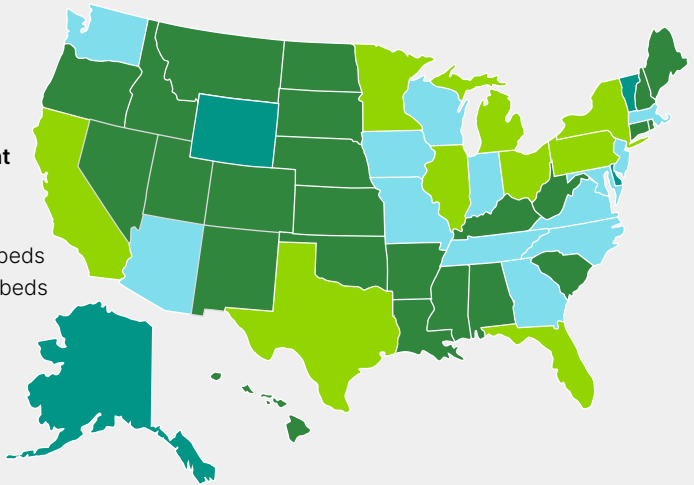
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Distribution of long-term care facility resident beds by state

Number of resident beds per state

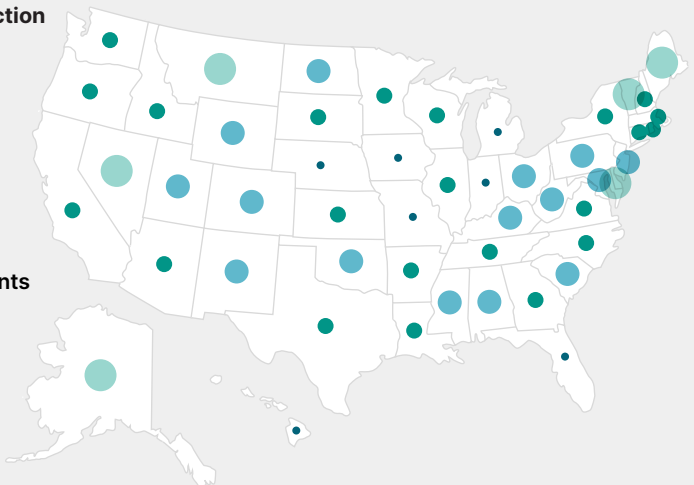
- 0-9,999 beds
- 10,000-49,999 beds
- 50,000-99,999 beds
- 100,000+ beds



Proportional depiction of number of paid state ombudsmen weighted by resident capacity

Staff Ombudsmen per 10,000 Residents

- 1-3
- 3-6
- 6-10
- 10+



State units on aging and state long-term care ombudsman may not have the staff, volunteers, and financial resources to meet growing demand from long-term care residents and growing complexity of the nursing home industry. With Guidehouse by their side, state long-term care ombudsmen have the tools, knowledge, and systems in place to transform long-term care facilities into a true “home away from home” environment. And they can count on the advisory and implementation support needed to enhance and maintain an effective program while bolstering their ability to be powerful advocates.

### About Guidehouse

Guidehouse is a leading global provider of consulting services to the public sector and commercial markets, with broad capabilities in management, technology, and risk consulting. By combining our public and private sector expertise, we help clients address their most complex challenges and navigate significant regulatory pressures, focusing on transformational change, business resiliency, and technology-driven innovation. Across a range of advisory, consulting, outsourcing, and digital services, we create scalable, innovative solutions that help our clients outwit complexity and position them for future growth and success. The company has more than 16,000 professionals in over 55 locations globally. Guidehouse is led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets, and agenda-setting issues driving national and global economies. For more information, please visit [guidehouse.com](https://www.guidehouse.com).

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