



June 2011

# Long Term Care Ombudsman Program

*Serving residents of long term care facilities in North Dakota*

## Background:

- The Long Term Care Ombudsman Program's mission is to serve as an advocate for people who are elderly and people with disabilities who reside in long term care facilities.
- The office of the North Dakota State Long Term Care Ombudsman has existed for over 25 years and is under the direction of the Aging Services Division of the N.D. Department of Human Services.

## Ombudsman Role:

- **Advocates** for people who are elderly or who have disabilities and who live in long term care facilities
- **Receives, investigates, mediates, and resolves** complaints affecting residents of long term care facilities
- **Answers** questions and **provides** information and referral services
- **Educates** people about long term care issues, services, and options
- **Educates** residents and their families, and facility staff about residents' rights and self advocacy
- **Coordinates** efforts with other agencies and organizations concerned about residents in long term care facilities
- **Identifies** issues and problem areas and **recommends** changes in laws, rules, policies, and procedures

## Serves:

### People living in:

- Skilled Nursing Facilities
- Basic Care Facilities
- Swing Bed Facilities
- Sub-Acute and Transitional Settings in Hospitals
- Assisted Living Facilities

**Relatives and friends** of people living in long term care facilities

**Employees and administrators** of long term care facilities

**Regulatory and certification agencies**, other agencies, and the **general public**

## Problems an Ombudsman Typically Handles:

- **Problems related to the rights of residents of long term care facilities**  
These rights relate to freedom from abuse, neglect, exploitation, and restraints; personal privacy, dignity and respect, visitors, admission policies, cost of care information, protection of funds, involvement in health care decisions, transfers and discharges, participation in groups and activities, filing grievances and complaints, and other matters.
- **Concerns about care or treatment provided and requests for information**  
These usually relate to admission, health services and facilities, drugs, food, resident funds, transfers, discharge policies and other issues.

**OVER →**

## N.D. Ombudsman Program Data

### Fiscal Year 2010

Data relates to long term care nursing facilities, basic care facilities, and assisted living facilities

Number of licensed nursing facilities <i>Number of beds</i>	84 6,407
Number of swing bed units <i>Approximate number of beds</i>	38 610
Number of basic care facilities <i>Number of beds</i>	65 1,794
Number of assisted living facilities <i>Number of units</i>	72 2,592
Number of complaints received by Ombudsman Program	903
Number of cases	695
Total number of non-complaint related facility visits	1129

### State Units On Aging Are Required To:

- Establish and operate a Long Term Care Ombudsman Program to investigate and resolve complaints on behalf of residents of long term care facilities
- Review and comment on federal, state, and local laws, regulations, and policies regarding long term care facilities
- Provide information to public agencies about issues and problems of people living in long term care facilities
- Establish a procedure to ensure confidentiality of information and files maintained by the Ombudsman Program



**Another Resource:**  
**ND Aging and Disability**  
**Resource Link**  
**1-855-462-5465**

[www.carechoice.nd.gov](http://www.carechoice.nd.gov)

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**N.D. Dept. of Human Services**  
**Aging Services Division**  
1237 West Divide Ave, Suite 6  
Bismarck, ND 58501-1208  
(701) 328-4601 / ND Relay TTY (701) 366-6888  
E-mail: [dhsaging@nd.gov](mailto:dhsaging@nd.gov)

## Contact an Ombudsman:

### Joan Ehrhardt, RN

State Long Term Care Ombudsman  
1237 W. Divide Ave, Suite 6  
Bismarck, ND 58501-1208  
701-328-4617 or 1-800-451-8693

*Serves **Bismarck** and these counties: Burleigh, Emmons, Grant, Kidder, McLean, Mercer, Morton, Oliver, Sheridan, and Sioux*

### Bryan Fredrickson, LSW

Regional Ombudsman  
Southeast Human Service Center  
2624 9th Ave. SW, Fargo, ND 58103-2350  
701-298-4413 or 1-888-342-4900

*Serves **Fargo** and **Jamestown** and these counties: Barnes, Cass, Dickey, Foster, Griggs, LaMoure, Logan, McIntosh, Ransom, Richland, Sargent, Steele, Stutsman, Traill, and Wells*

### Kim Locker Helten, LSW

Regional Ombudsman  
Lake Region Human Service Center  
200 Hwy 2 SW, Devils Lake, ND 58301  
701-665-2269 or 1-888-607-8610

*Serves residents of **Devils Lake** and **Grand Forks** and these counties: Benson, Cavalier, Eddy, Grand Forks, Nelson, Pembina, Ramsey, Rolette, Towner, and Walsh*

### Debbie Kraft

Regional Ombudsman  
North Central Human Service Center  
1015 S Broadway, Suite 18, Minot, ND 58701  
701-857-8582 or 1-888-470-6968

*Serves **Minot** and **Williston** and these north central and northwest region counties: Bottineau, Burke, Divide, McHenry, McKenzie, Mountrail, Pierce, Renville, Ward, and Williams*

### Mark Jesser, LSW

Regional Ombudsman  
Badlands Human Service Center  
300 13<sup>th</sup> Ave West, Ste 1, Dickinson, ND 58601  
701-227-7557 or 1-888-227-7525

*Serves **Dickinson** and these counties: Adams, Billings, Bowman, Dunn, Golden Valley, Hettinger, Slope, and Stark*