

In 2002, NASOP convened a consensus development conference entitled " *The Long-Term Care Ombudsman Program: Rethinking and Retooling for the Future.*" With a grant from the Helen Bader Foundation, NASOP commissioned six white papers by leading aging and health care scholars. These papers served as the background and catalyst for discussion and debate on issues facing LTCOPs now and in the future. The conference participants adopted recommendations on policies and goals for the future of NASOP and state long-term care ombudsman programs.

Recommendations were developed in the following six areas:

- Systems Advocacy in the LTCOP
- LTCOP Effectiveness
- Independence: The LTCOP's Ability to Fully Represent Residents
- The Changing Long-Term Care Resident Population and its Needs
- Training and Qualifications for the LTCOP
- LTCOP Data and Information

NASOP has formed committees to address the conference recommendations. Updates on committee progress are available periodically and at the semi-annual membership meetings. In addition, the conference report (with a listing and an analysis of the recommendations) is available from NASOP.



## National Association of State Long-Term Care Ombudsman Programs



*Charting the course for  
successful ombudsman  
programs serving long-term  
care consumers*

**T**he National Association of State Long-Term Care Ombudsman Programs was formed in 1985. The non-profit organization is composed of state long-term care ombudsmen representing their state programs.

### **Mission**

As mandated by the Older Americans Act, the mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents.

### **Objectives**

- To advocate for a stronger long-term care ombudsman program and enhance its effectiveness to serve consumers and their families
- To develop and implement professional education, training, and support programs for long-term care ombudsmen
- To facilitate information and best practices exchange between long-term care ombudsman programs
- To collaborate with consumer and advocacy organizations, governmental bodies, and health care providers
- To promote the interests of long-term care residents before national level policymakers, including federal agencies and Congress, and before national aging and health organizations

### **NASOP Public Policy and Advocacy**

- Develops positions regarding the Older Americans Act and other laws that impact long-term care, the interests of residents, and the long-term care ombudsman program
- Testifies before Congress and comments on critical issues for long-term care residents
- Participates in workgroups on issues such as assisted living, guardianship, elder abuse, ombudsmen as advocates, quality measurement, and White House conferences
- Advocates for policies that serve the interests of long-term care residents
- Keeps membership informed of critical policy issues

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### **Membership**

Membership consists of all State Long-Term Care Ombudsmen.

### **NASOP Membership Services**

In order to strengthen long-term care ombudsman programs, NASOP:

- Conducts semi-annual membership meetings where members exchange information, develop strategies, adopt positions, and conduct the business of the association
- Sponsors consensus building conferences
- Supports curriculum development and training guidelines
- Provides mentors for new state long-term care ombudsmen
- Works to implement recommendations related to systems advocacy, program effectiveness, training, and data consistency
- Provides Washington, DC-based public policy consultation
- Provides long-term care ombudsman policy consultation to members