

173-14-07

Professional development; curricula.

(A) Ombudsman associates: The professional development ~~curriculum~~ curricula for all candidates seeking certification as ombudsman associates ~~shall include~~ includes instruction in all the following ~~areas~~ topics:

- (1) An introduction to the office, including a discussion of the scope of work of the office.
- (2) An overview of the long-term care system, including a discussion of all the following:
 - (a) The types of long-term care providers.
 - (b) Federal and state regulations applicable to long-term care providers, with an emphasis on consumer rights.
 - (c) Long-term care consumer profiles and methods of payment for long-term care services.
 - (d) Aging and disability.
 - (e) The aging and disability networks and the relationship with other agencies involved in long-term care.
- (3) Ombudsman skills, including all the following:
 - (a) Interpersonal communication, observation, and interviewing.
 - (b) Building working relationships with providers.
 - (c) Complaint handling.
- (4) An overview of complaint-resolution skills and follow-up activities, with an emphasis on advocacy, negotiating, and empowering consumers.
- (5) Documentation of Reporting activities.
- ~~(6) Program policies and procedures, on all the following topics:~~
 - ~~(a)~~ (6) Confidentiality.
 - ~~(b)~~ (7) Access to providers and consumers.
 - ~~(c)~~ Reporting.

~~(d)~~(8) Ethics.

~~(e) Complaint investigation and resolution.~~

~~(7)~~(9) Any additional topic that the SLTCO deemed deems as appropriate by the SLTCO.

(B) Ombudsman specialists:

(1) The ~~professional development content for the initial forty thirty-six clock~~ hours of professional development ~~required of all candidates for certification as ombudsman specialist or ombudsman program director shall include under~~ paragraph (B) of rule 173-14-04 of the Administrative Code includes the following ~~topics:~~

(a) A more in-depth review of the ~~content areas~~ topics covered for candidates for certification as ombudsman associates, including written exercises, case studies, role plays, research exercises, and analysis of systemic issues.

(b) Complaint-handling protocol, as outlined in rule 173-14-16 of the Administrative Code.

(c) Investigation and resolution skills.

(d) Consumer decision-making principles.

~~(e) The provision of program management, case consultation, and an overview of supervision.~~

(e) Overview of quality assurance.

(f) Advocacy skills.

(g) Any additional topic the SLTCO deemed deems as appropriate by the SLTCO.

(2) The sixty additional ~~clock~~ hours of professional development ~~required under~~ paragraph (A)(2)(a) (B)(1) of rule 173-14-04 of the Administrative Code shall include includes the following topics:

(a) How and when it is permissible to represent a consumer in a hearing, to appeal a proposed transfer, discharge, service/benefit denial, or termination.

~~(b) How to supervise.~~

~~(e)~~(b) How to handle complaints taking into consideration an individual's abilities, condition, illness, or disability.

~~(d)~~(c) How to recruit, engage, and ~~supervise~~ coordinate volunteers.

~~(e)~~(d) Actions regarding public disclosure, including appropriateness, confidentiality of certain information, and how to work with the media.

~~(f)~~(e) Systems advocacy.

~~(g)~~(f) Ohio ethics law.

~~(h)~~(g) Any additional topic that the SLTCO deemed deems as appropriate by the SLTCO.

(C) Ombudsman program directors: In addition to the professional development required by paragraph (B) of this rule, the ~~The professional development content curricula for all candidates seeking certification as an ombudsman program director shall include how to administer the program, including~~ includes the following topics:

(1) All the professional development topics for candidates for ombudsman specialists under paragraph (B) of this rule.

(2) Administering the program.

(3) Program management.

(4) Supervision

~~(1)~~(5) ~~Management of~~ Managing core ombudsman services and data.

~~(2)~~(6) Prioritization of a regional program-program's services and activities.

~~(3)~~(7) ~~Development of the~~ Developing an ombudsman plan.

~~(4)~~(8) Fiscal management.

~~(5)~~(9) Policy development.

~~(6)~~(10) Any additional topic that the SLTCO deemed deems as appropriate by the SLTCO.

Effective:

Five Year Review (FYR) Dates: 11/16/2023

Certification

Date

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