

173-14-24

Program review for continued designation.

- (A) The SLTCO shall conduct an annual review to determine whether the regional program may continue its designation as a regional long-term care ombudsman program. In addition to the annual review, the SLTCO may conduct additional program reviews whenever service delivery problems occur within the region served by a regional program. The SLTCO shall make an on-site visit at least annually, whether in conjunction with the annual review or at another time.

The AAA having jurisdiction in the designated region may participate in the annual program review. Nothing in this rule shall prohibit the AAA from conducting a unit audit independent of the annual review, except that the AAA shall inform the SLTCO of the results of any such audit.

(B)

- (1) When conducting any program review, the SLTCO ~~shall make an on-site visit to the regional program and~~ shall review:

- (a) The program's continued compliance with the structural standards set forth in paragraph (B) of rule 173-14-21 of the Administrative Code;
- (b) The program's continued compliance with all state and federal laws, regulations, policies, and procedures governing the office of the ~~state~~ SLTCO;
- (c) The program's continued compliance with the requirements pertaining to the maintenance of program policies and procedures ~~which are~~ as set forth under paragraph (B)(7) of rule 173-14-21 of the Administrative Code;
- (d) The program's complaint case records to determine the quality of the program's complaint-handling efforts and to determine whether the program is acting in accordance with the case handling protocol set forth in rule 173-14-16 of the Administrative Code;
- (e) The program's attainment of the outcomes and objectives provided for under its current ombudsman plan;
- (f) The program's ombudsman plan for the ensuing year of designation. The plan shall be prepared in accordance with paragraph (A) of rule 173-14-23 of the Administrative Code;
- (g) The program's performance on quality measures established by the

SLTCO with input from regional program directors; and,

(h) The program's advocacy and information service.

- (2) In the event the AAA chooses to participate in the annual program review, the AAA shall take the lead in conducting the reviews required under paragraphs (B)(1)(a) to (B)(1)(c) of this rule and the SLTCO may be present and offer comments. The SLTCO shall take the lead in conducting the reviews required under paragraphs (B)(1)(d) to (B)(1)(f) of this rule and the AAA may be present and offer comments, except that the AAA may not be present or offer comments during the review provided for under paragraph (B)(1)(d) of this rule.
- (3) During the on-site visit, the SLTCO or the AAA conducting the review shall have access to all necessary program administrative records and the SLTCO shall have access to all necessary complaint records. Program administrative records include, but are not limited to, governing board minutes; conflict of interest screenings; quality assurance documents; client satisfaction surveys; and professional development documents; ~~documentation pertaining to the grandfathering of volunteers, and all general information and advocacy logs.~~
- (4) When conducting reviews under paragraph (B)(1)(d) of this rule, the SLTCO shall review a minimum of fifteen cases, drawn from a random sampling of cases documented ~~in~~ by the regional program's quarterly report. The cases reviewed by the SLTCO shall include cases which: By January 1 of each year, the SLTCO, in consultation with directors of regional programs, shall determine standard case advocacy and general information selection criteria for the ensuing cycle of program reviews. The established criteria will apply to all regional programs.
- ~~(a) Were discontinued at the discretion of the regional program;~~
- ~~(b) Were withdrawn by the client;~~
- ~~(c) Were unresolved;~~
- ~~(d) Were referred to the SLTCO;~~
- ~~(e) Were unverified;~~
- ~~(f) Were open for a longer period of time than normal;~~
- ~~(g) Required that a hearing be held;~~
- ~~(h) Involved a higher than normal number of hours of ombudsman activity.~~

(C) If appropriate, upon the completion of any program review the SLTCO shall develop a technical assistance plan (TAP) for the regional long-term care ombudsman program. The TAP shall be developed in accordance with paragraph (E) of rule 173-14-23 of the Administrative Code.

(D)

(1) Within fifteen business days of completing any program review, the SLTCO shall provide the regional program and the AAA having jurisdiction in the designated region with written notification of the results. The date of notification shall begin the new designation year.

(2) If the SLTCO withdraws the regional program's designation or grants the regional program only provisional designation status, the SLTCO and the AAA shall follow the notice and hearing requirements set forth in Chapter 119. of the Revised Code. The sponsoring agency may appeal the SLTCO's decision.

Effective:

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Certification

Date

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