

TO BE RESCINDED

173-14-07

Professional development: curricula.

(A) Ombudsman associates: The professional development curricula for all candidates seeking certification as ombudsman associates includes instruction in all the following 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) Reporting activities.
- (6) Confidentiality.
- (7) Access to providers and consumers.
- (8) Ethics.

(9) Any additional topic that the SLTCO deems as appropriate.

(B) Ombudsman specialists:

(1) The initial thirty-six hours of professional development under paragraph (B) of rule 173-14-04 of the Administrative Code includes the following topics:

- (a) A more in-depth review of the 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) Overview of quality assurance.
- (f) Advocacy skills.
- (g) Any additional topic the SLTCO deems as appropriate.

(2) The sixty additional hours of professional development under paragraph (B)(1) of rule 173-14-04 of the Administrative Code 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 handle complaints taking into consideration an individual's abilities, condition, illness, or disability.
- (c) How to recruit, engage, and coordinate volunteers.
- (d) Actions regarding public disclosure, including appropriateness, confidentiality of certain information, and how to work with the media.
- (e) Systems advocacy.
- (f) Ohio ethics law.
- (g) Any additional topic that the SLTCO deems as appropriate.

(C) Ombudsman program directors: The professional development curricula for all candidates seeking certification as an ombudsman program director 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
- (5) Managing core ombudsman services and data.
- (6) Prioritization of a regional program's services and activities.
- (7) Developing an ombudsman plan.
- (8) Fiscal management.
- (9) Policy development.
- (10) Any additional topic that the SLTCO deems as appropriate.

Effective: 11/10/2025

Five Year Review (FYR) Dates: 8/26/2025

CERTIFIED ELECTRONICALLY

Certification

10/31/2025

Date

Promulgated Under: 119.03

Statutory Authority: 121.07, 173.01, 173.02, 173.21; 42 U.S.C. 3025, 3058g; 45 C.F.R. 1321.9, 1324.11, 1324.13, 1324.15

Rule Amplifies: 173.21; 42 U.S.C. 3058g; 45 C.F.R. 1324.11, 1423.13, 1324.15

Prior Effective Dates: 07/11/1991, 12/27/2001, 12/28/2006, 05/01/2018, 01/30/2022, 08/01/2024