



NORC Notes

A monthly reminder of available resources and tips for using them.

February 1, 2018

A Basic Curriculum to Prepare Long-Term Care Ombudsman Program Representatives for Effective Advocacy

[“Equipping Long-Term Care Ombudsmen for Effective Advocacy: A Basic Curriculum,”](#) is a curriculum for basic training for individuals seeking to become long-term care ombudsman program representatives. It consists of five content modules.



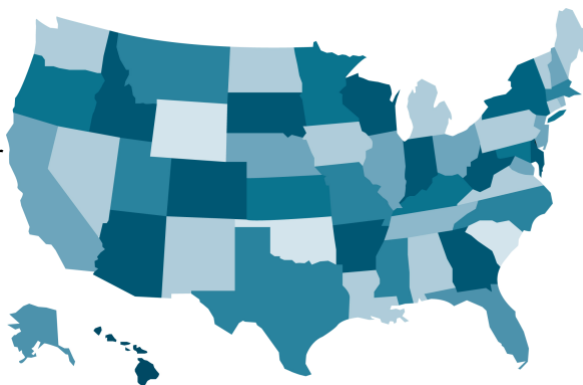
Intent of the Curriculum

This curriculum is intended to help states develop or improve their basic training process for Long-Term Care Ombudsman Program (LTCOP) representatives. It may be used to supplement existing procedures for teaching individuals the basics of being a LTCOP representative. The curriculum is designed to be application based and uses activities which sequentially build on previous ones. The curriculum assumes students have been introduced to the Long-Term Care Ombudsman Program, their role as representatives, and have read pertinent resource materials prior to each session.

State Specific Additions

This curriculum is not a stand-alone, complete package containing everything an individual needs in order to be designated a representative of the program.

An overview of the curriculum can be found [here](#) and be sure to review these [Technical Tips](#) before accessing the Online Curriculum.



This curriculum can be accessed online and as hard copies.



If you would like to work through each module individually, click on the links below.

- [Module 1: History and Role of the Long-Term Care Ombudsman Program](#)
- [Module 2: The Aging Process](#)
- [Module 3: Residents' Rights](#)
- [Module 4: The Problem Solving Process - Investigation](#)
- [Module 5: The Problem Solving Process - Resolution](#)

Below are hard copy resources of the Curriculum, they are located on the website [here](#).

I. The History and Role of the Long-Term Care Ombudsman Program

This module provides the history, development, and unique aspects of the LTCOP. It may be used as a resource as well as a training tool for staff and volunteers.

Materials: [History and Role of the LTCOP Curriculum](#); [Teaching Notes](#); [History and Responsibilities Under the Older Americans Act](#); [Code of Ethics](#); and [Unique Characteristics](#).

II. The Aging Process

[Basic content on age](#) related changes and their impact on daily functioning is designed to help ombudsmen know what to question. Information on myths about care, common illnesses and conditions and commonly prescribed drugs is included.

III. Residents' Rights

This module provides an understanding of residents' rights and the role of the LTCOP in supporting residents in exercising their rights.

Materials: [Curriculum Resource Material](#); [Teaching Notes](#); [Individualized Care Supported by Law](#); and [Intersection of Rights and Care Planning](#).

IV. The Problem-Solving Process: Investigation

This module provides training on complaint handling and investigation. The chapter looks at the LTCOP approach to problem-solving, policy considerations, and dilemmas in receiving complaints; and provides specific instruction on intake, investigation, and verification of complaints.

Materials: [Investigation Curriculum Resource Material](#) and [Teaching Notes](#).

V. The Problem-Solving Process: Resolution

This module is a sequel to the Problem-Solving Process: Investigation module. It discusses the LTCOP representative role in problem resolution. It covers stages 2 and 3 of the problem-

solving process – analyzing and using information gathered during investigation to formulate a strategy.

Materials: [Resolution Curriculum Resource Material](#) and [Teaching Notes](#). - PDF (Word version)



Read archived issues of NORC Notes, [here](#). If you have a question, are not able to find a resource, or want to share training materials or program practices, please email ombudcenter@theconsumervoice.org.

You have received this e-mail through your subscription to the National Consumer Voice for Quality Long-Term Care's e-mail list.

Recipients of this email include all state long-term care ombudsmen, Consumer Voice members, Action Network members and other individuals who have subscribed to our e-mail list

If you did not subscribe or would no longer like to receive e-mail updates, [unsubscribe here](#). Clicking the unsubscribe link will remove you from all Consumer Voice and NORC email lists.

National Consumer Voice for Quality Long-Term Care - 1001 Connecticut Avenue, NW, Suite 632 - Washington, DC 20036 - telephone: (202) 332-2275 - fax: (866) 230-9789 - info@theconsumervoice.org