

**Office of the State Long-Term Care Ombudsman**  
**PROFESSIONAL DEVELOPMENT CALENDAR**  
**3<sup>rd</sup> / 4<sup>th</sup> Quarter 2005 & 2006 – 2007**

**Quarter 3 -2005**

June 28-29, 2005	Session 1-4
July 19-20, 2005	Session 5-6
August	Provider Orientation
September 20-21, 2005	Session 7-8
October 11-12, 2005	Session 9-10
November 15-16, 2005	Session 11-12
December 13-14, 2005	Session 13-14
Exam	

**Quarter 4 – 2005/2006**

October 25-26, 2005	Days 1-2
November 1-2, 2005	Days 3-4
December 2005	Provider Orientation
January 10-11, 2006	Days 5-6
February 7-8, 2006	Days 7-8
March 7-8, 2006	Days 9-10
April 4-5, 2006	Days 11-12
April 18, 2006	Exam

**Quarter 1 – 2006**

January 17-18, 2006	Days 1-2
February 22-23, 2006	Days 3-4
March 2006	Provider orientation
April 11-12, 2006	Days 5-6
May 9-10, 2006	Days 7-8
June 6-7, 2006	Days 9-10
July 11-12, 2006	Days 11-12
July 27, 2006	Exam

**Quarter 2 – 2006**

March 14-15, 2006	Days 1-2
April 26-27, 2006	Days 3-4
May 2006	Provider orientation
June 13-14, 2006	Days 5-6
July 18-19, 2006	Days 7-8
August 8-9, 2006	Days 9-10
September 6-7, 2006	Days 11-12
September 19, 2006	Exam

## Ohio SLTCOP Training Schedule/Agenda

### **Quarter 3 – 2006**

May 16-17, 2006	Days 1-2
June 27-28, 2006	Days 3-4
July 2006	Provider Orientation
August 22-23, 2006	Days 5-6
September 20-21, 2006	Days 7-8
October 17-18, 2006	Days 9-10
November 7-8, 2006	Days 11-12
November 21, 2006	Exam

### **Quarter 4 – 2006/2007**

August 29-30, 2006	Days 1-2
September 26-27, 2006	Days 3-4
October 2006	Provider Orientation
November 14-15, 2006	Days 5-6
December 12-13, 2006	Days 7-8
January 9-10, 2007	Days 9-10
February 20-21, 2007	Days 11-12
February 27, 2007	Exam

**OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN  
Professional Development Program**

***Day 1***

**DATE**

**6.0 Hours**

10:00 – 11:00	Overview of Professional Development Program <ul style="list-style-type: none"><li>• Self-study assignments</li><li>• Session content</li><li>• Provider orientation</li><li>• Manual contents</li></ul>
11:00 – 12:00	Introduction to the Office, including a discussion of the scope of work of the Office <ul style="list-style-type: none"><li>• History of the Long-Term Care Ombudsman Program</li><li>• Ombudsman Enabling Law</li><li>• Importance of reporting</li></ul>
12:00 – 12:30	Lunch
12:30 – 1:15	The aging network and the relationship between the aging network, the Office, and various regulatory agencies
1:15 – 2:15	Aging process and attitudes on aging
2:15 – 2:45	Long-term care consumer profiles and methods of payment for long-term care services
2:45 – 3:45	Program policies and procedures, including: confidentiality; access to providers and consumers; reporting; ethics; complaint investigation and resolution
3:45 – 4:15	Actions regarding public disclosure, including appropriateness, confidentiality of certain information, and how to work with the media
4:15 – 4:30	Summary, questions, and answers

## Ohio SLTCOP Training Schedule/Agenda

### **DAY 2**

#### **DATE**

#### **7.00 hours**

8:30 – 9:30	Ombudsman skills including interpersonal, communication, observation, interviewing, and building working relationships with providers
9:30 – 11:00	Advocacy Skills
11:00 – 12:30	Overview of complaint handling <ul style="list-style-type: none"><li>• Intake</li><li>• Investigation</li><li>• Resolution</li><li>• Follow-up</li></ul>
12:30 – 1:15	Lunch
1:15 – 1:45	Development of an action plan
1:45 – 3:15	Overview of complaint resolution skills with an emphasis on advocacy, negotiating, empowering consumers, follow-up activities, legal/administrative, and other remedies
3:15 – 4:00	Complaint documentation
4:00 – 4:15	Summary, Questions, and Answers

### **DAY 3**

#### **Date**

#### **5.5 hours**

10:00 – 10:30	Discussion of activities since last session
10:30 – 12:30	Decision-making Principles and Ombudsman Practice <ul style="list-style-type: none"><li>▪ Ombudsman Code of Ethics</li><li>▪ Ethical Issues in Case Advocacy</li></ul>
12:30 – 1:15	Lunch
1:15 – 2:30	Client Rights Comparison

## Ohio SLTCOP Training Schedule/Agenda

2:30 – 4:00	Case study and/or role plays including rights, case consultation/supervision, and more.
4:00 – 4:15	Summary, questions, and answers

### **DAY 4**

#### **Date**

7.25 hours

8:30A – 12:00P (ODIS)	Ombudsman Documentation & Information System <ul style="list-style-type: none"><li>▪ Overview of system</li><li>▪ Review and discussion of reporting instructions</li></ul>
12:00P – 12:45P	Lunch
12:45P – 2:00P	Types of long-term care providers, their organization and operation
2:00P – 4:00P	Review of Federal and State Regulations applicable to long-term care providers with an emphasis on consumer rights
4:00P – 4:15P	Summary, questions, and answers

### **DAY 5**

#### **DATE**

**5.50 hours**

10:00 – 12:00 consumers	Public benefits systems and health insurance for LTC
12:00 – 12:45	Lunch
12:45 – 1:30	Legal services for seniors
1:30 – 3:45	Volunteer program management including recruitment, screening, training, supervision, retention, and recognition

## Ohio SLTCOP Training Schedule/Agenda

3:45 – 4:00 Summary, questions, and answers

### **DAY 6**

#### **DATE**

7.25 hours

8:30 – 12:00 Complaint handling protocol

12:00 – 12:45 Lunch

12:45 – 3:15 Complaint handling protocol, continued  
Case discussion and presentation

3:15 – 4:00 Long-Term Care Selection Assistance

4:00 – 4:15 Summary, questions, answers

### **DAY 7**

#### **DATE**

5.75 hours

10:00 – 12:00 Medicaid Eligibility  
Mary Mynatt & Andy Jones  
Ohio Department of Job & Family Services

12:00 – 12:45 Lunch

12:45 – 2:15 Analysis of Systemic Issues  
Beverley Laubert, State Long-Term Care

Ombudsman

2:15 – 2:30 Break

2:30 – 4:00 Patient Self-Determination Act

4:00 – 4:15 Summary, questions, and answers

Ohio SLTCOP Training Schedule/Agenda

**DAY 8**

**DATE**

7.25 hours

8:30 – 10:00 PASSPORT and other Medicaid waivers  
Jim Fultz, Benefits Specialist, Elder Rights Division

10:15 – 11:15 Comprehensive Assessment

11:15 – 12:15 Care Planning  
AARP Video and Discussion, “Nursing Home Care  
Plans”

12:15 – 1:30 Lunch

1:30 – 2:30 Ohio Association of Regional Long-Term Care Ombudsman  
Sam McCoy, OARLTCO Officer, RLTCOP Director 9  
& 10B

2:30 – 3:00 Managing Effective Meetings

3:00 – 3:30 Infection Control

3:30 – 4:00 Case Study

4:00 – 4:15 Summary, questions, and answers

**DAY 9**

**DATE**

5.75 hours

10:00 – 11:30 Pre-Admission Screening and Resident Review  
(PASRR)  
Jim Rosmarin, PAR/Program Management Specialist  
Quality Support Division, ODA

11:30 – 12:30 Lunch

12:30 – 2:30 Ohio Department of Health Survey Process

2:30 – 4:15 Operation and regulation of NFs, RCFs, ACFs, and HCBC

4:15 – 4:30 Summary, questions, and answers

Ohio SLTCOP Training Schedule/Agenda

**DAY 10**

**DATE**

7.25 hours

8:30 – 9:45

Case studies

10:00 – 12:30

Medicaid reimbursement system  
Randy Snodgrass, Facility Contracting/Audits  
Ohio Department of Job and Family Services

12:30 – 1:15

Lunch

1:15 – 2:45  
including,

How to represent a client in administrative hearings  
but not limited to, transfer/discharge hearings.

3:00 – 4:00

PASSPORT and other Medicaid waivers  
Jim Fultz, Benefits Specialist, Elder Rights Division

4:00 – 4:15

Summary, questions, and answers

**DAY 11**

**DATE**

5.25 hours

10:00A – 1:00P  
the

Elder Abuse Definitions, Risk Factors, Indicators and  
Ohio Attorney General Medicaid Fraud Control Unit

Abuse,

Neglect, and Exploitation Investigations  
Christine Haenszel

1:00P – 1:45P

Lunch

1:45P – 3:15P

Adult Protective Services  
Melanie Cooley  
Franklin County Office on Aging

3:15P – 4:15P

Abuse case studies

4:15P – 4:30P

Summary, questions, and answers



Ohio SLTCOP Training Schedule/Agenda

**DAY 12**

**DATE**

7.25 hours

8:30A – 10:30A  
mental illness,

How to handle complaints involving persons with  
mental retardation, and/or developmental disabilities  
Julianne Johnson, Disability Rights Advocate

10:30A – 12:15P

Ohio Legal Rights Service  
Julianne Johnson, Disability Rights Advocate

12:15P – 1:00P

Lunch

1:00P – 4:00P

Application exercises and exam review