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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
   • Self-study assignments
   • Session content
   • Provider orientation
   • Manual contents

11:00 – 12:00 Introduction to the Office, including a discussion of the scope of work of the Office
   • History of the Long-Term Care Ombudsman Program
   • Ombudsman Enabling Law
   • Importance of reporting

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
**DAY 2**

**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
   - Intake
   - Investigation
   - Resolution
   - Follow-up

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
   - Ombudsman Code of Ethics
   - Ethical Issues in Case Advocacy

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  Ombudsman Documentation & Information System (ODIS)
   - Overview of system
   - Review and discussion of reporting instructions

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  Public benefits systems and health insurance for LTC consumers

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
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
**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  How to represent a client in administrative hearings  
including, 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  Elder Abuse Definitions, Risk Factors, Indicators and Abuse,  
the Ohio Attorney General Medicaid Fraud Control Unit  
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  How to handle complaints involving persons with mental illness, 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