

Ombudsman Certification Checklist

I certify that _____ has received training in the following areas and should become a certified _____ ombudsman:

- The Ombudsman Program Responsibility
- Resident Rights
- An Overview of LTC facilities
- Review of medical records
- Regulatory requirements of long-term care facilities
- Other applicable laws and regulations
- Medicare and Medicaid
- Confidentiality of records
- Aging Process
- Community agencies
- Techniques of complaint investigation
- Effects of institutionalization
- Special needs of the elderly
- Ethics

Regional LTC Ombudsman/Supervisor _____ Date: _____