

Statewide Mandatory Ombudsman Training

October 9-11, 2018

Broadmoor Building 902 (IBM Client Innovation Center), Rooms 212 & 213
11501 Burnet Road, Austin, Texas 78758

DAY 1 – Tuesday, October 9, 2018

12:30 pm – 12:55 pm	Registration
1:00 pm – 1:15 pm	Welcome – <i>Patty Ducayet, State Long-term Care Ombudsman</i>
1:15 pm – 1:25 pm	Introductions – <i>Jo Kucera, Office Manager</i>
1:25 pm – 2:25 pm	Informed Consent – <i>Patty Ducayet</i>
2:25 pm – 2:45 pm	<i>Break</i>
2:45 pm – 3:45 pm	What Is Your Ombudsman Style? <i>Julie Porter, Assisted Living Ombudsman</i>
3:45 pm – 5:00 pm	Unreasonable Complainant Conduct – <i>Patty Ducayet</i>
5:00 pm	<i>Adjourn</i>

DAY 2 – Wednesday, October 10, 2018

8:30 am – 10:00 am	Preparing for a Discharge Fair Hearing – <i>Suzanne Mitchell, Nursing Home Ombudsman Policy Specialist and Alexa Schoeman, Deputy State Ombudsman</i>
10:00 am – 10:20 am	<i>Break</i>
10:20 am – 11:30 am	Medicaid Eligibility and Service Authorization Verifications (MESAV) <i>Josh Haley, Provider Relations and Anand Dange, TMHP</i>
11:30 am – 1:00 pm	<i>Lunch</i>
1:00 pm – 2:30 pm	Nursing Home Dental Programs – <i>Dr. Michèle J. Saunders, DMD, MS, MPH</i>
2:30 pm – 2:50 pm	<i>Break</i>
2:50 pm – 5:00 pm	Tips and Tricks for Onsite Monitoring – <i>Jeni Broz, Ombudsman Specialist and Patty Ducayet</i>
5:00 pm	<i>Adjourn</i>

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DAY 3 – Thursday, October 11, 2018

8:30 am – 10:00 am	Complex Cases & Panel Discussion – <i>Patty Ducayet, Alexa Schoeman, Suzanne Mitchell, and Julie Porter</i>
10:00 am – 10:20 am	<i>Break</i>
10:20 am – 11:45 am	Taking the Mystery Out of Assisted Living Memory Care – <i>Michelle Neuman</i>
11:45 am – 12:00 pm	Closing Comments and Q&A – <i>Patty Ducayet</i>
12:00 pm	<i>Adjourn</i>