

**Office of the State Long-Term Care Ombudsman**

**Administrative Standards Site Review Form**

PURPOSE

To provide the opportunity for the RP to demonstrate compliance with administrative standards (i.e., program requirements not related to ombudsman practice) during the DSR site visit.

PROCEDURE

The RP shall make available any documentation necessary to demonstrate compliance with each standard in the following table. The RP shall have all necessary documentation available for review (copies not necessary) at the start of the site visit.

| **ADMINISTRATIVE STANDARD** | **RP COMPLIANCE** | **CORRECTIVE ACTION REQUIRED** | **COMMENTS** |
| --- | --- | --- | --- |
| The sponsoring agency shall be a tax-exempt organization | Yes  No | Yes  No |  |
| The sponsoring agency shall have a governing board with responsibility to set policy for the regional program; provide ongoing leadership; ensure compliance with all program and contract requirements, all relevant federal and state statutes, regulations, and policies; and ensure program integrity and stability. **A majority of the members on the sponsoring agency’s governing board shall not have a conflict of interest** | Yes  No | Yes  No |  |
| No sponsoring agency, nor any member of its administrative staff, shall hold an unremedied conflict of interest | Yes  No | Yes  No |  |
| 1324.21 The State agency and the Ombudsman shall consider both the organizational and individual conflicts of interest that may impact the effectiveness and credibility of the work of the Office. In so doing, both the State agency and the Ombudsman shall be responsible to identify actual and potential conflicts and, where a conflict has been identified, to remove or remedy such conflict as set forth in the federal regulation. | Yes  No | Yes  No |  |
| The sponsoring agency shall retain the type of staff (e.g., paid associates are approved by SLTCO, staff meet qualifications, full-time program director) required under rule [173-14-14](http://codes.ohio.gov/oac/173-14-14) of the Administrative Code | Yes  No | Yes  No |  |
| The sponsoring agency shall maintain an incoming toll-free telephone line to be answered during normal business hours | Yes  No | Yes  No |  |
| The sponsoring agency shall have the capacity to develop policies and procedures that conform to all federal and state statutes, regulations, and policies. Within six months of designation, the sponsoring agency shall submit all such regional program policies and procedures to the SLTCO. The SLTCO shall review for approval all regional program policies and procedures. The sponsoring agency shall make all regional program policies and procedures available to all representatives in the regional program. | Yes  No | Yes  No |  |
| In accordance with 173.18 of the Ohio Revised Code, the regional program shall register as a residents' rights advocate with the department of health under division (B) of section [3701.07](http://codes.ohio.gov/orc/3701.07) of the Revised Code. | Yes  No | Yes  No |  |
| The RP maintains a staff roster in accordance with background check rule (currently 173-14-14) | Yes  No | Yes  No |  |
| The RP takes appropriate measures to maintain confidentiality of ombudsman records and information as required including, but not limited to, security measures on the host network and all devices. | Yes  No | Yes  No |  |
| Sponsoring agency submits minutes from board meetings on a regular basis. | Yes  No | Yes  No |  |
| Sponsoring agency submits results of A133 audits when completed. | Yes  No | Yes  No |  |