




Tennessee Long-Term Care Ombudsman Trivia

Fall 2023 In-Person Training
Natchez Trace State Park

Back to Basics

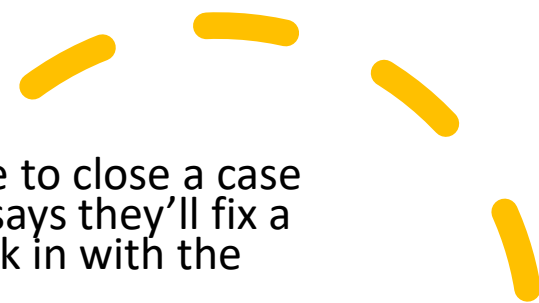
- What is the name of the federal law that founded the long-term care ombudsman program?
- True or False: All state long-term care ombudsman programs are required to submit an annual report containing the same elements to ACL in January of each year.
- The Office of the State Long-Term Care Ombudsman Program includes who?
- The Office is given authority by both federal and state law. Which agency administers the federal requirements?
- Ombudsmen determine resident _____ to assess if they are able to make informed decisions.
- At a minimum, how often must you complete a new conflict of interest screening?
- True or false: Every ombudsmen, staff and VOR, must have a background check completed.

Name that Activity!

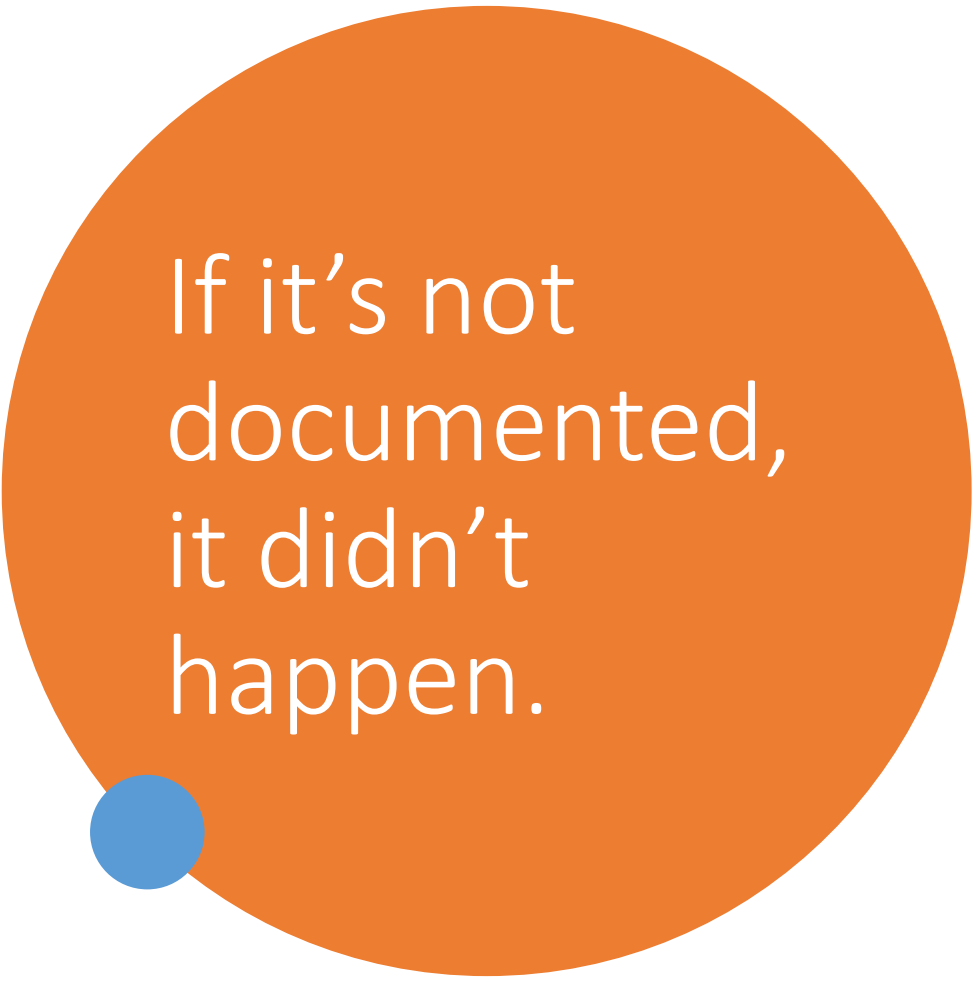
- You talk with a hospice provider about resident rights related to visitors.
 - A nursing home administrator calls and tells you they have a resident that wants to leave against medical advice.
 - You train a new ombudsman for your team.
 - A nursing home resident's family asks for information about CHOICES.
 - The VAPIT team meets and you attend.
 - You meet with the resident council president of a nursing home to discuss how council meetings are run.
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If you've been through Certification Training recently, you better know.

- How many hours of certification training (at a minimum) make up the self-study component?
- If there's only one thing you remember as a new ombudsman in training, this will help you not screw up: _____.
- Name 3 documents you have to review for the self-study component of certification training.
- When you're not sure what your next step is in a case, what saying can help guide you? Hint: It starts with "who" and ends with "want".
- You meet with a resident and determine she doesn't have capacity to give you consent. What do you do next?
- Negotiating with providers is important, but you should never negotiate away a _____
_____.



If it's not
documented,
it didn't
happen.

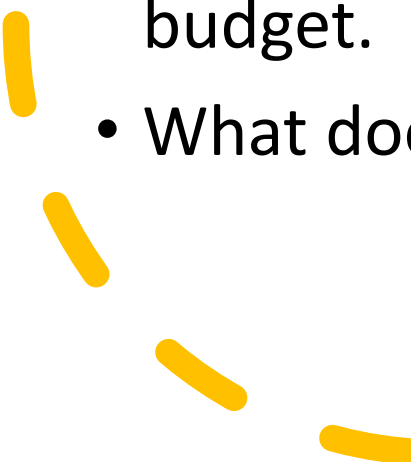


- True or false: It's generally acceptable to close a case after speaking to a staff person who says they'll fix a resident's issue without checking back in with the resident.
- Who may have access to files, records, and information maintained by the Ombudsman program that contains any identifying information about residents and/or complainants?
- According to the documentation manual, what is considered timely documentation?
- How long must you maintain ombudsman program records per contract with TCAD?
- You need to have a _____ consent to identify them when talking with the resident.
- You should include time spent _____ in your activity and case work. It's part of the service.



Do we have to talk about it?

Budgeting and Finance.


- What does M.O.E. stand for?
 - What is the name of the funding that AAADs must provide to ombudsman programs in at least the same amount they did in FFY2019 that isn't title VII ombudsman funding?
 - True or false: I have to care about my district ombudsman program budget.
 - What does indirect cost in your program budget mean?
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We talked
about it
yesterday.

- What are the 3 recommendations made in the OSLTCO FFY2022 Annual Report?
- The State Ombudsman met with representatives from what federal agency earlier this week about problematic homes?
- In August, the OSLTCO submitted comments to ACL about proposed changes to what regulations?
- True or false: Based on their certification level, VORs may address resident complaints and open cases.
- True or false: The TN Ombudsman Program is the best Ombudsman Program in the country.







Getting to Know You (Who is the...)

- Tennessee State Survey Agency Director
 - National Ombudsman Program Director at ACL
 - Director of the Division of Nursing Homes at CMS
 - Acting Assistant Secretary for Aging
 - Director of the National Ombudsman Resource Center
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Current Events in Ombudsman Land

- CMS has recently proposed minimum staffing regulations for nursing homes. What is the total number of hours of minimum nursing care a resident should expect to receive under this regulation if it becomes effective?
 - What other major change was proposed in this regulation that I pointed out? Hint: 24/7
 - There's been a great deal of national attention lately to how income is used by nursing homes. What are advocates most suspicious of in relation to this?
 - In May, the US Senate Special Committee on Aging met to discuss, primarily, what topic? (Hint: Your State Ombudsman submitted written testimony to this committee about it, as well.)
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Playing Well in the Sandbox

- Name 3 partners at the local level that are critical to your program serving long-term care residents well.
- Who is likely the best partner to call if you show up to a facility and their HVAC unit isn't working and it's hot?
- You get a call from someone interested in in home services but doesn't have the money to pay for them. Who do you refer them to?
- A provider is asking you to provide guidance on whether or not they'll be cited for something. What resource did we talk about recently that you can send them to for help?

It's the Rule

- What does the state rule chapter for assisted care living facilities say about resident rights related to involuntary discharge?
- Name three allowable reasons a certified nursing home may propose the involuntary discharge of a resident.
- What's the title of the very lengthy (800+ page) document that gives specifics on how CMS expects surveyors to interpret CFR Part 483?
- True or false: Ombudsmen have the right to review facility incident reports.