



Training Catalog 2019-20



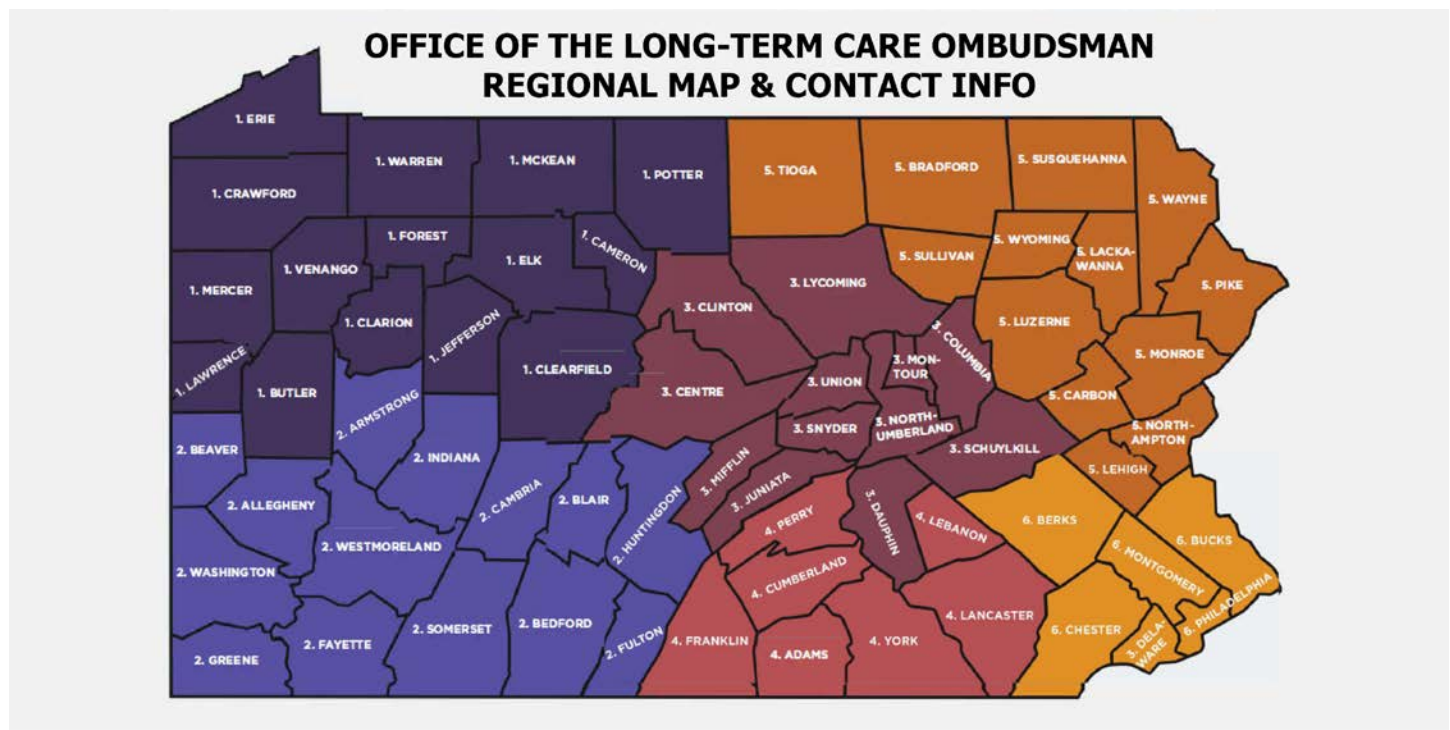
**OFFICE OF THE
LONG-TERM CARE OMBUDSMAN**

EST. WITHIN THE PA DEPARTMENT OF AGING

Your experience as a long-term care ombudsman will begin via this standardized curriculum. Most of it is self-paced through independent learning and online modules. Live training will be scheduled in your region upon request to your ombudsman specialist.

PLEASE NOTE:

- Registration deadlines for live training sessions are two weeks prior to the event. There is no charge for the sessions, but please do register as soon as possible and cancel at least three (3) business days prior to an event if possible. Registration will take place through your ombudsman specialist.
- You will receive an email confirmation for all trainings for which you register. If you have any questions or need technical assistance, please contact your ombudsman specialist.
- Some of the training modules require prerequisites to take them. It is strongly recommended to proceed through the training in the order that is presented. If you need to take something out of sequence for some reason, consult with your ombudsman specialist.
- Documenting each step of the training curriculum is required for verification purposes. Please see manuals for specific guidance.



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STAGE 1



Welcome to the Office of the Long-Term Care Ombudsman

Independent Learning (online module #1)
10 minutes

Learning Objectives:

- Role of the Long-Term Care Ombudsman
- Mandates, scope and limitations of program (confidentiality of all consumer information)
- Who we serve and where they live
- Types of concerns brought forth by long-term care consumers

Aging Resources

Independent Learning (online module #2)
40 minutes

Learning Objectives:

- Identifying available support, and
- Referral resources

Shadow/Mentoring

Facility Visit

(Toward a total of 15 hours throughout certification)

Prerequisite: Welcome to the Office of the Long-Term Care Ombudsman

Participants will be required to complete a series of program activities with their mentors during each stage of the training. There is flexibility in scheduling; however, all required shadowing must be completed and documented.

Participants will observe a Facility Visit with focus on concepts from the first Independent Study and:

- Ways to respectfully engage residents in conversation about quality of life and quality of care
- Enhanced communication and resident visitation skills
- Resident dignity and rights
- Consumer direction (capturing resident perspective), self-resolution, resident empowerment

STAGE 2

Pennsylvania's Ombudsman Program Structure

Independent Learning (online module #3)
40 minutes

Learning Objectives:

- Structure of program
- Vision and mission
- Structure (supervision/staffing) of host agency, local program and state program
- Mandates, scope and limitations of program (confidentiality of all consumer information)

Confidentiality, Consent and Resident Direction

Classroom/In-Person
90 minutes
Prerequisite: Onboarding, Stage 1 activities

Learning Objectives:

- Quality of life and types of concerns brought forth by residents
- Confidentiality – how to protect it throughout the ombudsman-resident relationship
- Types of and how residents perceive retaliation
- Consent and resident-directed approach
 - How it is applied in the Pennsylvania LTC Ombudsman program
 - How to serve residents with dementia

Ethics

Independent Learning (online module #4)
40 minutes

Learning Objectives:

- Ethics issues, how to identify them, and processes utilized to address them
- Ombudsman professional code of ethics



Abuse and Individual Conflicts of Interest

Classroom/In-Person
90 minutes
Prerequisite: Onboarding, Stage 1 activities

Learning Objectives:

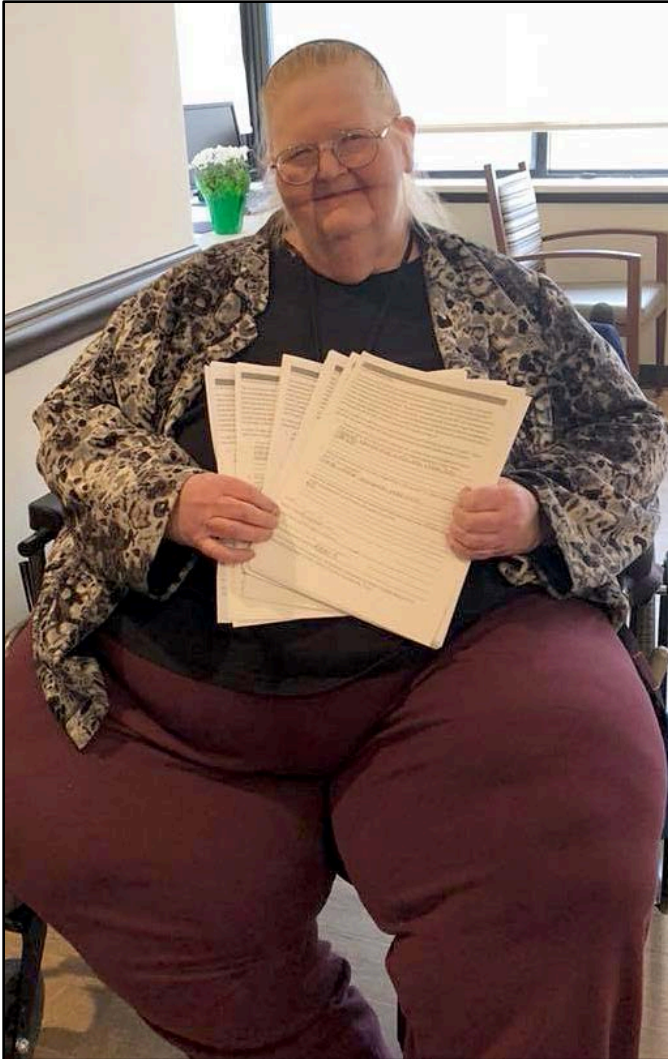
- Definition of abuse
- Types of abuse-related concerns brought forth by long-term care consumers
- Quality of life/care as related to abuse
- Individual Conflicts of Interest

Shadow/Mentoring

Ongoing

Refer to manuals for specific activities.

STAGE 3



Ombudsman Program Basic Principles

Classroom/In-Person

90 minutes

Prerequisite: All Stage 1 and Stage 2 training modules

Learning Objectives:

- Definition of case, complaint and assistance, and identification of each
- Essential Elements of a Case
- Researching regulations to provide guidance to residents

Risk

Independent Learning (online module #5)
40 minutes

Learning Objectives:

- Types of risk the ombudsman might encounter
- Ways to manage and/or mitigate risk
- Risk as it relates to resident choice

Ombudsman/Facility Staff Relationship AND Interpersonal Skills

Independent Learning (online module #6)
40 minutes

Learning Objectives:

- Rapport building
- Interaction with residents
- Interaction with facility staff
- Tips for effective/empathetic communication

Intro to Documentation: Facility Visit Forms

Independent Learning (online module #7)
40 minutes

Prerequisite: All Stage 1, Stage 2 and Stage 3 training modules

Learning Objectives:

- Components of an effective, impartial visit
- Documentation of a facility visit and consultations (how this differs from a case)
- Basic documentation standards (no abbreviations, objective language, etc.)
- Standard acronyms used (handout in manual)

Shadow/Mentoring

Ongoing

Refer to manuals for specific activities.

STAGE 4



Regulations: The Foundation of Residents' Rights

Classroom/In-Person

90 minutes

Prerequisite: All Stage 1, Stage 2 and Stage 3 activities

Learning Objectives:

- Who are the federal and state agencies that regulate nursing homes, personal care homes, assisted living facilities and domiciliary care
- How ombudsmen use regulations to protect resident rights and resolve concerns
- Ombudsman interface with licensing personnel
- Methods to search regulations

Case Study I

Classroom/In-Person

120 minutes

Prerequisite: Regulations: The Foundation of Residents' Rights

Learning Objectives:

- Essential elements of a case
- How to work through a case
- work versus inadequate case work
- Team approach to casework

Life as an Ombudsman: Dealing with Grief and Loss

Independent Learning (online module #8)

40 minutes

Learning Objectives:

- The four stages of grieving
- Preventing and treating compassion fatigue
- The four stages that lead to compassion fatigue
- Practical ways to deal with compassion fatigue and burnout

Shadow/Mentoring

Ongoing

Refer to manuals for specific activities.

STAGE 5

Case Study II

Classroom/In-Person

120 minutes

Prerequisite: Complete LIFE regulation exercise that will be emailed prior to attending

Learning Objectives:

- Essential elements of a case and how to work through a case using a stair-step exercise
- Quality, consumer-directed case work and how to distinguish between quality case work versus inadequate case work
- Use of regulations in support of case work



Understanding Diversity: Issues, Challenges and Approaches

Independent Learning (online module #9)

40 minutes

Learning Objectives:

- Recognition of one's own biases and how they impact our work as ombudsmen
- Definitions of diversity, spirituality, and other key terms
- Awareness of why understanding diversity is important to ombudsmen
- Presentation of self in an approachable, non-judgmental and open way to people of varying backgrounds
- Cultural factors in communication and overcoming barriers created by differences
- Awareness of isolation caused by the differences among residents, staff and families

Shadow/Mentoring

Ongoing

Refer to manuals for specific activities.

STAGE 6

Alzheimer's and Other Dementia-Related Disorders

Independent Learning (online module #10)
40 minutes

Learning Objectives:

- Definitions of Alzheimer's and other dementia-related disorders
- Communication problems experienced by residents with Alzheimer's and other dementia related disorders
- Importance of non-verbal communication

Culture Change

Independent Learning (online module #11)
40 minutes

Learning Objectives:

- Culture change
- Resident direction regarding culture change
- PEER program
- Examples/resources available

Levels of Legal Authority

Independent Learning (online module #12)
40 minutes

Learning Objectives:

- Various levels of legal authority encountered by ombudsman and their definitions (from informal to formal)
- Resident direction (ombudsman follows resident regardless of POA)
- Effect on residents who have a POA or guardianship (and the differences)
- Ombudsman role in competency and capacity (does not determine or give legal advice)

Case Study III

Classroom/In-Person
120 minutes

Prerequisite: Case Study I and II

Learning Objectives:

- Essential elements of a case and how to work through a case including licensing regulations
- Quality, consumer-directed case work and how to distinguish between quality case work versus inadequate case work
- Records release requirements – State Long-Term Care Ombudsman decision



Facility Closures, Discharges and Appeals

Independent Learning (online module #13)
40 minutes

Learning Objectives:

- Process for facility closures (tip sheet)
- Appeals process
- Ombudsman's role in assisting resident with discharge notice and handling breaches in confidentiality
- Risk Management Meetings

Self-Directed Independent Study

Independent Learning (field work)

Participants will complete the following:

- Resident Rights training (conduct)
- PEER interview (if no PEER, can interview a resident) using provided questions

Shadow/Mentoring

Ongoing

- Refer to manuals for specific activities (includes casework).

STAGE 6 CONTINUED



OmbudsManager Documentation

Classroom/In-Person

240 minutes

Prerequisite: Stage 1, 2, 3, 4, 5 AND 6 activities

As well as the OmbudsManager prerequisite webinar

Bean Counting: Part I

Learning Objectives:

- The principles and methods for capturing ombudsman activities, casework and advocacy
- Documentation is a form of advocacy
- The importance of documentation and the documentation timelines

OmbudsManager Practice Session: Part II

Learning Objectives:

- How to utilize OmbudsManager to record program activities in the system
- How to document cases in the system
- Data integrity and case notes
- A demonstration of using OmbudsManager reports will be provided to attendees

Certified Ombudsman Status is achieved at this point.