

## 2025 REVISIONS INITIAL CERTIFICATION TRAINING

### CURRICULUM FOR LONG-TERM CARE OMBUDSMAN PROGRAMS



The National Long-Term Care Ombudsman Resource Center

This chart summarizes revisions made to the curriculum materials.

If you have any questions, contact [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org).

MODULE	CHANGE	TRAINER GUIDE	TRAINEE MANUAL	MODULE PPT
ALL	Changed publication date to 2025	Cover	Cover	Title Slide
	Revised ACL disclaimer	Table of Contents	Table of Contents	Final Slide
	Deleted Additional Resource page – made it a separate document on the NORC Training Curriculum <a href="#">page</a>			
MODULE 1	New definition of “Empowerment”	Section 1: Key Words and Terms	Section 1: Key Words and Terms	N/A
	Added reference to the 2024 LTCOP Rule update	Section 2: History of the Long-Term Care Ombudsman Program	Section 2: History of the Long-Term Care Ombudsman Program	Slide 21
	Added reference to 2024 LTCOP Rule update	Section 3: The State Long-Term Care Ombudsman Programs Rule, first paragraph	Section 3: The State Long-Term Care Ombudsman Programs Rule, first paragraph	Slide 27
	Revised first sentence in the first paragraph under Empower	Section 5: Long-Term Care Ombudsman Program Role and Responsibilities, Fundamentals of the Long-Term Care Ombudsman Program, Empower (first paragraph)	Section 5: Fundamentals of the Long-Term Care Ombudsman Program, Empower (first paragraph)	N/A
	Question 7A Removed “...and is morbidly obese.”	Section 8: Module Questions	Section 8: Module Questions	Slide 97
MODULE 2	Revised State-Specific Information and Trainer’s Note (removed references to 2016 National Study of Long-Term Care Providers)	Section 2, Resident Demographics	N/A	N/A
	Deleted 2021 National Nursing Facility Population table (Figure 2) and National Residential Care Communities	Section 2, Resident Demographics	Section 2, Resident Demographics	Removed tables from slides 16 and 17. Added

	Population table (Figure 3), the Trainer’s Note about the tables, and the corresponding footnotes			new image and revised speaker notes for slide 16
	Changed Effects of Loss on Residents to Figure 2, instead of 4 (since the original 2 and 3 were removed).	Section 3, The Resident Experience	Section 3, The Resident Experience	Edited Trainer’s Note for slide 35
	Removed 2021 National Residents’ Common Health Diagnoses (Figure 5) and revised the related Trainer’s Note and footnote	Section 4, Common Health Experiences	Section 4, Common Health Experiences	Deleted slide 41, moved Trainer’s Note and speaker notes to slide 40.
	Removed 2021 National Cognitive Disorders & Mental Health Diagnoses in Nursing Facilities (Figure 6) and removed the related Trainer’s Note and footnote	Section 4, Common Health Experiences		Deleted slide 48.
<b>MODULE 3</b>	Revised definitions of Empowerment and Informed Consent	Key Words and Terms	Key Words and Terms	N/A
	Deleted “all” from the text bar on the side (“understanding of all possible options...”)	Section 3: Decision-Making	Section 3: Decision-Making	N/A
	Changed Texas to Colorado in the footnote for the Residents’ Rights Month video	Section 5: Empowerment	Section 5: Empowerment	N/A
	Edited bullets in slide about “What is Discussed at the Care Plan Meeting?” to match the trainer guide and trainee manual			Slide 52
	Revised the “Federal Law” section	Section 7: Resident Councils and Family Councils	Section 7: Resident Councils and Family Councils	Speaker notes for slide 65
<b>MODULE 4</b>	Definition of critical access hospital (CAH) revised	Key Words and Terms and Section 2: Long-Term Care Settings	Key Words and Terms and Section 2: Long-Term Care Settings	Speaker notes for slide 17

	Updated URL for footnote #27	Section 2: Long-Term Care Settings, Home and Community-Based Services	Section 2: Long-Term Care Settings, Home and Community-Based Services	Speaker notes for slide 19
	Changed “provide authorized advocacy” to “advocate.”	Section 2: Long-Term Care Settings, Home and Community-Based Services, second to last sentence	Section 2: Long-Term Care Settings, Home and Community-Based Services, second to last sentence	N/A
<b>MODULE 5</b>	Updated link for LTCOP Rule in footnote #10	Key Words and Terms	Key Words and Terms	N/A
	Added “Federal and/or” to beginning of first paragraph	Section 2: Access, Regulations Pertaining to Residents’ Rights to Access the Ombudsman Program	Section 2: Access, Regulations Pertaining to Residents’ Rights to Access the Ombudsman Program	N/A
	<ul style="list-style-type: none"> <li>Updated link for LTCOP Rule in first sentence and footnote #15</li> <li>Replaced “clarifies” with “states” (The OAA states...) first paragraph</li> </ul>	Section 2: Access, Authority of the Ombudsman Program to Access Facilities, Residents, and Records	Section 2: Access, Authority of the Ombudsman Program to Access Facilities, Residents, and Records	Speaker notes for slide 11
	<ul style="list-style-type: none"> <li>Added “if applicable” to the third sentence of the first paragraph</li> <li>Added “and the representative of the Office obtains the approval of the Ombudsman” to the second bullet to be consistent with updated LTCOP Rule</li> </ul>	Section 2: Access, Access to Resident Records	Section 2: Access, Access to Resident Records	Speaker notes for slide 13
	Removed “Call lights not being answered”	Section 3: Confidentiality and Disclosure of Ombudsman Program Information, Confidentiality, What Information is Not Confidential	Section 3: Confidentiality and Disclosure of Ombudsman Program Information, Confidentiality, What Information is Not Confidential	N/A
	Updated link for LTCOP Rule in Learn More section and footnote #18	Section 3: Confidentiality and Disclosure of Ombudsman Program Information	Section 3: Confidentiality and Disclosure of Ombudsman Program Information	N/A
	<b>MODULE 6</b>	Revised State-Specific Information regarding policies and procedures for visits	Module 6: State-Specific Information	N/A
Removed “Routine Access Visit” from Key Words and Terms		Module 6: Key Words and Terms	Module 6: Key Words and Terms	N/A

	<ul style="list-style-type: none"> <li>Replaced “charts” with “reviews”</li> <li>Removed “all” from #10 of Advocacy Dos</li> </ul>	Section 2: Ombudsman Program Advocacy	Section 2: Ombudsman Program Advocacy	Removed “all” from top line in chart on slide 9
	Revised State-Specific Information regarding policies and procedures for visits	Section 3: Facility Visits, Preparing for a Facility Visit	N/A	Replaced slides 13 and 14 with a new slide
	Added a new paragraph regarding unannounced visits	Section 3: Facility Visits, Preparing for a Facility Visit	Section 3: Facility Visits, Preparing for a Facility Visit	
	<ul style="list-style-type: none"> <li>Removed Trainer’s Note regarding types of visits</li> <li>Removed references to routine access visits and complaint visits</li> </ul>	Section 3: Facility Visits, Preparing for a Facility Visit	Section 3: Facility Visits, Preparing for a Facility Visit	
	Minor edits to first and last sentence	Section 3: Facility Visits, Ending Your Visit	Section 3: Facility Visits, Ending Your Visit	Speaker notes for slide 21
	Deleted question #3	Module 6 Questions	Module 6 Questions	
<b>MODULE 7</b>	Revised State-Specific Information regarding including state-specific data	Module 7 State-Specific Information	N/A	N/A
	Deleted “Facility-Initiated Transfer or Discharge”	Key Words and Terms	Key Words and Terms	
	Removed second sentence from third row, suggested response	Section 3: Complaint Intake and Initial Plan Development, Responding to Common Dilemmas	Section 3: Complaint Intake and Initial Plan Development, Responding to Common Dilemmas	N/A
	Revised State-Specific Information regarding including state-specific data	Section 6, Common Complaints	N/A	Note in slide 57
	<ul style="list-style-type: none"> <li>Removed references to routine visits</li> <li>Removed text box with 2019 NORS data</li> <li>Removed Figure 7 and references to that data</li> </ul>	Section 6: Common Complaints, National Data	Section 6: Common Complaints, National Data	<ul style="list-style-type: none"> <li>Edited slide 54</li> <li>Deleted slides 55 &amp; 56</li> </ul>
	Removed references to “facility-initiated discharge”	Section 6: Common Complaints, Most Common Complaint	Section 6: Common Complaints, Most Common Complaint	<ul style="list-style-type: none"> <li>Speaker notes for slide 58</li> </ul>

				<ul style="list-style-type: none"> <li>Edited slide 57 header</li> </ul>
<b>MODULE 8</b>	Revised first sentence, removing “When a complaint is verified and”	Section 2: Analysis and Planning, Revisit the Plan with the Resident		Speaker notes for slide 17
	Removed reference to “facility-initiated discharge”	Section 3: Implementation and Resolution, Representation the Resident in an Appeal Hearing	Section 3: Implementation and Resolution, Representation the Resident in an Appeal Hearing	Speaker notes for slide 25
	Corrected the Module number from “8” to “9”	Section 3: Implementation and Resolution, Referrals	Section 3: Implementation and Resolution, Referrals	Speaker notes for slide 25
<b>MODULE 9</b>	Removed reference to “facility-initiated discharge”	Learning Objectives	Learning Objectives	Slide 6
	<ul style="list-style-type: none"> <li>Removed “complaint visit”</li> <li>Removed “facility-initiated discharge”</li> <li>Revised “informed consent”</li> <li>Removed “resident-initiated discharge”</li> </ul>	Key Words and Terms	Key Words and Terms	N/A
	<ul style="list-style-type: none"> <li>Removed references to “facility-initiated discharge” and “resident-initiated discharge”</li> <li>Deleted “(definitions included in the sidebar on the left)”</li> </ul>	Section 2: Challenging Complaints, Discharge Complaints	Section 2: Challenging Complaints, Discharge Complaints	<ul style="list-style-type: none"> <li>Deleted slide 12</li> <li>Speaker notes for slide 15</li> </ul>
	Changed “In each facility” to “In nursing facilities” and “to conduct” to “for conducting”	Section 2: Challenging Complaints, Allegations of Abuse, Neglect, and Exploitation and the Role of the Ombudsman Program, Who Investigates Allegations of Abuse, Neglect, and Exploitation, The Facility	Section 2: Challenging Complaints, Allegations of Abuse, Neglect, and Exploitation and the Role of the Ombudsman Program, Who Investigates Allegations of Abuse, Neglect, and Exploitation, The Facility	Speaker notes for slide 35
<b>MODULE 10</b>	Deleted “complaint visit” Deleted “routine access visit”	Key Words and Terms	Key Words and Terms	N/A

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