



The National **Long-Term Care**
Ombudsman Resource Center



Ombudsman Training Standards

January 29, 2025

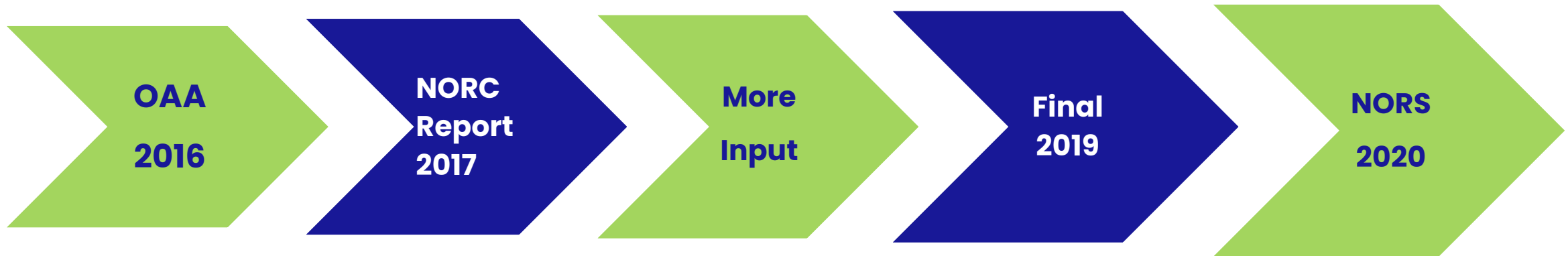
Ombudsman Training Standards



Training Standards

https://ltcombudsman.org/uploads/files/support/2019_LTCOP_Training_Standards.pdf

Representatives of the Office of the State Long-Term Care Ombudsman: Employees or volunteers designated by the Ombudsman to fulfill the duties set forth in § 1324.19(a), whether personnel supervision is provided by the Ombudsman or their designees or by an agency hosting a local Ombudsman entity designated by the Ombudsman pursuant to section 712(a)(5) of the Act.



Standards for Purposes of Designation



Classroom 16–20 hours

Includes remote
Case studies
Role plays
Selective presentations by
other agencies



Independent Study Up to 7 hours or 20% for states with >36 hours

Includes homework



In the Field At least 10 hours

Structured tours
Shadowing
Meeting with Resident Councils
Other

Curriculum Content

- ▶ Ombudsman role, responsibility, authority
- ▶ Resident & resident experience
- ▶ LTC settings
- ▶ Access to residents, facilities, & records
- ▶ Disclosure
- ▶ Role of resident representative
- ▶ Complaint investigation
- ▶ Common resources & agencies
- ▶ Documentation
- ▶ Communication

▶ Annual Continuing Education

Minimum of 18 hours

▶ Classroom



▶ In-facility training

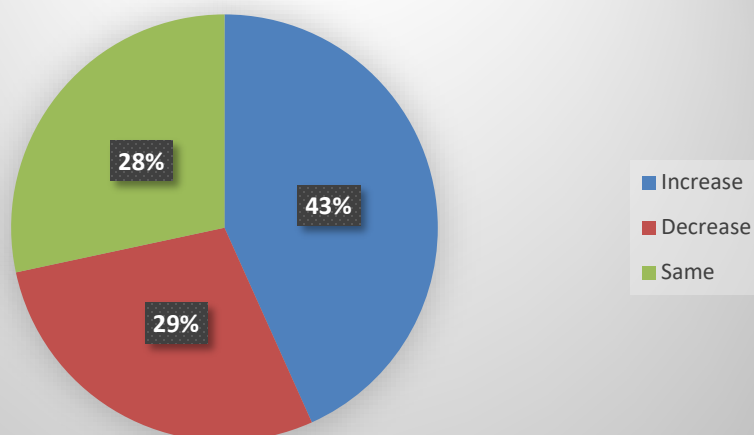


▶ Web-based and self-learning



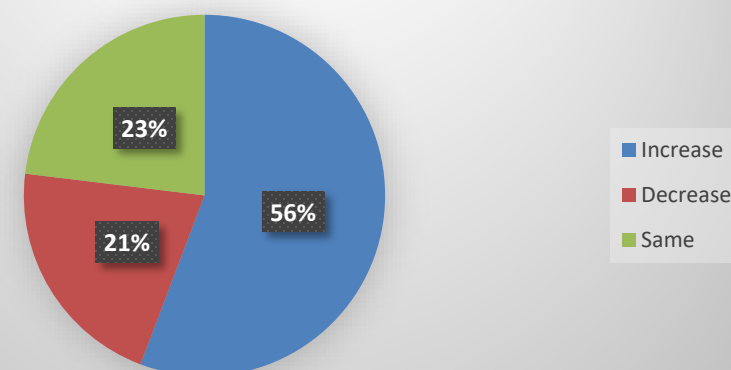
Implementation

Training Change 2020/2022



2020	12 to 24 hrs	
2023	36 to 104 hrs	31=36 hrs

Continuing Ed. Change
2020/2022



	CE Range	
2020	4 to 40 hrs	23 $\geq$ 18 hrs
2023	18 to 40 hrs	40=18 hrs

Basic Adult Learning Principles

- ✓ Adults learn better in an **informal, non-threatening environment**.
- ✓ Adults learn better when **they want or need to learn something**.
- ✓ Adults learn better when their individual **learning needs and styles are met**:
 - o Visually (pictures, images)
 - o Auditory (sound, music)
 - o Verbally (speech and writing)
 - o Physically/kinesthetic (learn by doing, movement)
 - o Logically (logic, reasoning)
 - o Socially (group interaction)
 - o Solitary (self-study)
- ✓ Adults learn better when their **previous knowledge and experience are valued and used**.

- ✓ Adults learn better when there are opportunities for them to have some **control over the learning content and activities**.
- ✓ Adults learn better through **active mental and physical participation** in learning activities.
- ✓ Adults learn better when they have **opportunities to practice** or apply successfully what they have learned.
- ✓ Adults learn better when **sufficient time is provided** for the assimilation of new information, practice of new skills, or development of new attitudes.

Ten Principles of Adult Learning retrieved from <https://appd.s3.amazonaws.com/docs/meetings/2013SpringPresentations/WS51Handout3.pdf>

Teaching Adults: What Every Trainer Needs to Know About Adult Learning Styles
<https://www.pacer.org/publications/fasttraining/Other/teachingadultswhattrainersneedtoknow.pdf>

What are Adult Learning Styles and How Do They Affect eLearning? <https://www.udutu.com/blog/what-are-adult-learning-stylesand-how-do-they-affect-elearning/>

SOURCE: [Preparation Checklist and Training Tips](#)



Connect with us!

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