



Ohio Administrative Code Rule 173-14-07 Professional development curricula.

Effective: May 1, 2018

(A) The professional development curriculum for all candidates seeking certification as ombudsman associates shall include instruction in all the following areas:

- (1) An introduction to the office, including a discussion of the scope of work of the office.
- (2) An overview of the long-term care system, including a discussion of all the following:
 - (a) The types of long-term care providers.
 - (b) Federal and state regulations applicable to long-term care providers, with an emphasis on consumer rights.
 - (c) Long-term care consumer profiles and methods of payment for long-term care services.
 - (d) Aging and disability.
 - (e) The aging and disability networks and the relationship between the aging and disability networks, the office, and various regulatory agencies.
- (3) Ombudsman skills, including all the following:
 - (a) Interpersonal, communication, observation, and interviewing.
 - (b) Building working relationships with providers.
 - (c) Complaint handling.
- (4) An overview of complaint-resolution skills and follow-up activities, with an emphasis on



advocacy, negotiating, and empowering consumers.

(5) Documentation of activities.

(6) Program policies and procedures, on all the following topics:

(a) Confidentiality.

(b) Access to providers and consumers.

(c) Reporting.

(d) Ethics.

(e) Complaint investigation and resolution.

(7) Any additional topic deemed appropriate by the SLTCO.

(1) The professional development content for the initial forty clock hours of professional development required of all candidates for certification as ombudsman specialist or ombudsman program director shall include the following:

(a) A more in-depth review of the content areas covered for candidates for certification as ombudsman associates, including written exercises, case studies, role plays, research exercises, and analysis of systemic issues.

(b) Complaint-handling protocol, as outlined in rule 173-14-16 of the Administrative Code.

(c) Investigation and resolution skills.

(d) Consumer decision-making principles.

(e) The provision of program management, case consultation, and an overview of supervision.



(f) Advocacy skills.

(g) Any additional topic deemed appropriate by the SLTCO.

(2) The sixty additional clock hours of professional development required under paragraph (A)(2)(a) of rule 173-14-04 of the Administrative Code shall include the following:

(a) How and when it is permissible to represent a consumer in a hearing, to appeal a proposed transfer, discharge, service/benefit denial, or termination.

(b) How to supervise.

(c) How to handle complaints taking into consideration an individual's abilities, condition, illness, or disability.

(d) How to recruit and supervise volunteers.

(e) Actions regarding public disclosure, including appropriateness, confidentiality of certain information, and how to work with the media.

(f) Systems advocacy.

(g) Ohio ethics law.

(h) Any additional topic deemed appropriate by the SLTCO.

(C) In addition to the professional development required by paragraph (B) of this rule, the professional development content for all candidates seeking certification as an ombudsman program director shall include how to administer the program, including the following:

(1) Management of core ombudsman services and data.



- (2) Prioritization of regional program services and activities.
- (3) Development of the ombudsman plan.
- (4) Fiscal management.
- (5) Policy development.
- (6) Any additional topic deemed appropriate by the SLTCO.