



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

Effective: August 1, 2024

(A) Ombudsman associates: The professional development curricula for all candidates seeking certification as ombudsman associates includes instruction in all the following topics:

- (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 with other agencies involved in long-term care.
- (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) Reporting activities.

(6) Confidentiality.

(7) Access to providers and consumers.

(8) Ethics.

(9) Any additional topic that the SLTCO deems as appropriate.

(B) Ombudsman specialists:

(1) The initial thirty-six hours of professional development under paragraph (B) of rule 173-14-04 of the Administrative Code includes the following topics:

(a) A more in-depth review of the topics 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) Overview of quality assurance.

(f) Advocacy skills.

(g) Any additional topic the SLTCO deems as appropriate.



(2) The sixty additional hours of professional development under paragraph (B)(1) of rule 173-14-04 of the Administrative Code includes the following topics:

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

(c) How to recruit, engage, and coordinate volunteers.

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

(e) Systems advocacy.

(f) Ohio ethics law.

(g) Any additional topic that the SLTCO deems as appropriate.

(C) Ombudsman program directors: The professional development curricula for all candidates seeking certification as an ombudsman program director includes the following topics:

(1) All the professional development topics for candidates for ombudsman specialists under paragraph (B) of this rule.

(2) Administering the program.

(3) Program management.

(4) Supervision

(5) Managing core ombudsman services and data.



- (6) Prioritization of a regional program's services and activities.
- (7) Developing an ombudsman plan.
- (8) Fiscal management.
- (9) Policy development.
- (10) Any additional topic that the SLTCO deems as appropriate.