



## Ohio Administrative Code

### Rule 173-14-25 Designation service reviews and additional program reviews.

Effective: August 1, 2024

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(A) The SLTCO shall conduct a designation service review (DSR) no less frequently than every two years to determine whether the regional program may continue its designation as a regional long-term care ombudsman program. In addition to the DSR, the SLTCO may conduct additional program reviews whenever service delivery problems occur within the region served by a regional program.

The SLTCO may invite a regional program's sponsoring agency to participation in the review of the regional program.

Additionally, an AAA may conduct a fiscal review of a regional program that is independent of the SLTCO's program review if the AAA informs the SLTCO of the results of its fiscal review.

(B) When conducting the DSR, the SLTCO shall review the following, and for an additional review, the SLTCO may review any of the following:

(1) The program's continued compliance with the structural standards established under rule 173-14-22 of the Administrative Code.

(2) The program's continued compliance with all applicable state and federal laws, regulations, policies, and procedures.

(3) The program's continued maintenance of program policies and procedures under rule 173-14-22 of the Administrative Code.

(4) A random selection of at least fifteen of the program's complaint case records to determine the quality of the program's complaint-handling efforts and to determine whether the program complies with the case handling protocol under rule 173-14-16 of the Administrative Code.



(5) The program's attainment of the outcomes and objectives under its current ombudsman plan.

(6) The program's performance on SLTCO-established quality measures.

(7) The program's advocacy and information service.

(C) The SLTCO shall have access to all necessary records including, but not limited to, governing board minutes, conflict of interest screening forms, quality assurance records, consumer satisfaction surveys, professional development records, and volunteer records.

(D) Upon completion of a DSR or additional program review, the SLTCO may develop an action plan for quality (APQ) in conjunction with the regional program according to rule 173-14-23 of the Administrative Code.

(E) Within twenty business days after completing a DSR or additional program review, the SLTCO shall provide the regional program, the sponsoring agency, and the AAA having jurisdiction in the designated region with written notification of the results of the DSR or additional program review, including the APQ. The date of notification following a DSR shall begin the new designation period which shall not exceed one year.