

State Long-Term Care Ombudsman Program
Initial Certification Training Log

| | |
|-----------------|---------------|
| Name of Person: | Program Name: |
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Training Requirements

The following is required:

- 16 or more manual training hours must be provided in-person. Review definition of in-person training below.
- 10 or more training in-facility training hours, which includes time the trainee makes accompanied and unaccompanied visits.
- At least three additional hours of in-person manual review or in-facility training, or a combination of the two.
- Seven hours of self-study credit count toward the first 36 hours of training. All self-study hours are included in the total training hours.

In-person training means live instruction and may occur in a physical or virtual classroom setting. This includes live in-person meetings, live video conferencing applications, and live phone calls.

Certification Training Manual

| Chapter Number and Title | In-Person | | | Self-Study | | |
|---|-----------|-------|---------|------------|-------|---------|
| | Date | Hours | Minutes | Date | Hours | Minutes |
| Introduction | | | | | | |
| YouTube: What Does a Long-Term Care Ombudsman Do? 3 minutes. | | | | | | |
| Chapter 1: The Basics of Long-Term Care Ombudsman Programs | | | | | | |
| Chapter 2: Aging and Residents | | | | | | |
| QSEP: CMS Hand in Hand Dementia Training Module 1 Understanding the World of Dementia: The Person and the Disease. 1 hour. | | | | | | |
| QSEP: CMS Hand in Hand Dementia Training Module 2 Being with a Person with Dementia: Listening and Speaking. 1 hour. | | | | | | |
| QSEP: CMS Hand in Hand Dementia Training Module 3 Being with a Person with Dementia: Actions and Reactions. 1 hour. | | | | | | |
| QSEP: CMS Hand in Hand Dementia Training Module 4 Being with a Person with Dementia: Making a Difference. 1 hour. | | | | | | |
| YouTube: BPSD Demonstration by Dr. Allen Power. 3 minutes. | | | | | | |
| Chapter 3: Person-Centered Communication | | | | | | |
| YouTube: Person-Centered Care - Person-Centered Language. 3 minutes. | | | | | | |
| YouTube: RSA Short - The Power of Empathy - Bréne Brown on Empathy. 3 minutes. | | | | | | |
| Chapter 4: Confidentiality, Disclosure, and Consent | | | | | | |
| YouTube: How to Obtain Consent, Part 1. 2 minutes. | | | | | | |
| Chapter 5: Residents' Rights | | | | | | |
| ICARE: Lesson 1 - Common Infections in Nursing Home Communities. 10 minutes. | | | | | | |
| ICARE: Lesson 2 - Preventing Infection in Nursing Home Communities. 13 minutes. | | | | | | |
| NORC: Video & Quiz - Nursing Home Discharge. 15 minutes. | | | | | | |

| Chapter Number and Title | In-Person | | | Self-Study | | |
|---|-----------|-------|---------|------------|-------|---------|
| | Date | Hours | Minutes | Date | Hours | Minutes |
| QSEP: CMS Hand in Hand Dementia Training Module 5 Preventing and Responding to Abuse. 1 hour. | | | | | | |
| Chapter 6: Ombudsman Program Access and Long-Term Care Facility Operations | | | | | | |
| YouTube: Person-Centered Care: Consistent Staff Assignments. 2 minutes. | | | | | | |
| YouTube: State Long-Term Care Ombudsman PPE for Long-Term Care Ombudsman Facility Visits. 10 minutes. | | | | | | |
| ICARE: Lesson 3 - Safeguarding the Nursing Home Environment. 23 minutes. | | | | | | |
| ICARE: Lesson 4 - Hand Hygiene Heroes! 17 minutes. | | | | | | |
| ICARE: Lesson 5 - Gowns, Gloves, and Goggles: Precautions for Prevention. 19 minutes. | | | | | | |
| Chapter 7: Resident and Family Councils | | | | | | |
| Chapter 8: Person-Centered Care and Service Planning | | | | | | |
| YouTube: Person-Centered Care - Health Care Schedules. 2 minutes. | | | | | | |
| YouTube: Person-Centered Care - Care Plans. 2 minutes. | | | | | | |
| Chapter 9: Identify, Receive, and Investigate Complaints | | | | | | |
| YouTube: The Monkey Business Illusion. 2 minutes. | | | | | | |
| YouTube: Long-Term Care Ombudsman Casework: Advocacy and Communication - Anne Walker. 22 minutes. | | | | | | |
| Chapter 10: Complaint Resolution Skills | | | | | | |
| YouTube: Long-Term Care Ombudsman Casework: Advocacy and Communication Skills – Brian Brashear. 13 minutes. | | | | | | |
| Chapter 11: Stay Connected and Report Ombudsman Work | | | | | | |
| YouTube: How to Obtain Consent and the Importance of Documentation, Part 2. 2 minutes. | | | | | | |
| Chapter 12: Resident Records | | | | | | |
| Chapter 13: Regulators and Other Resources | | | | | | |
| Chapter 14: Exercise – Getting Acquainted with the Ombudsman Policies and Procedures | | | | | | |
| Subtotal Certification Training Manual: | | | | | | |

| In-Facility Training | | | | |
|--|------|-------|---------|--|
| Accompanied Training Visits | Date | Hours | Minutes | Name of Accompanying Certified Ombudsman |
| First Accompanied Visit | | | | |
| Facility Name: | | | | |
| Second Accompanied Visit | | | | |
| Facility Name: | | | | |
| | | | | |
| Unaccompanied Training Visits | | | | |
| First Unaccompanied Visit | | | | |
| Facility Name: | | | | |
| Second Unaccompanied Visit | | | | |
| Facility Name: | | | | |
| | | | | |
| Other Training Visits | | | | |
| <input type="radio"/> Accompanied <input type="radio"/> Unaccompanied | | | | |
| Facility Name: | | | | |
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| Facility Name: | | | | |
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| Facility Name: | | | | |
| Subtotal In-Facility Training: | | | | |
| | | | | |
| Grand Total Manual and Facility Training (total in minutes): | | | | |
| Grand Total of Training (hours + minutes): | | | | |

| Trainee | |
|--|----------------------|
| I certify the documented dates and times for long-term care ombudsman certification training are accurate. | |
| _____ Trainee Typed Name or Signature | _____ Date |

| Managing Local Ombudsman (MLO) or State Ombudsman | |
|---|----------------------|
| I certify the Initial Certification Tracking form was reviewed by me and determined to be accurate. | |
| _____ MLO or State Ombudsman Typed Name or Signature | _____ Date |