

LONG TERM CARE OMBUDSMAN PROGRAM Kentucky Ombudsman Responsibilities to the LTCO Provider Agency	DAIL – LTCOP – 16.12
Effective Date: December 30, 2009 Revised Date: October 25, 2011 Revised Date: January 4, 2016 Review Date: July 1, 2017	<p style="text-align: right;">Page 1 of 1</p>

Policy Statement:

The Kentucky Long-term Care Ombudsman (KLTCO) shall strive to provide the needed technical assistance and training for provider agencies to assist in the operations of a successful and meaningful Ombudsman program.

Legal Authority: OAA § 712(a) (3) (F)
45 CFR §1324.17

Procedure: The KLTCO, or designee of the KLTCO, shall provide to the LTCO provider agency:

- (1) Administrative and technical assistance to assist provider agencies in participating in the LTCOP, including
 - (a) Information and resources to assist the LTCO provider agency in promoting the LTCOP;
 - (b) Statewide LTCOP data and data analysis; and
 - (c) Assistance with monitoring the local LTCOP
 - (d) Information for presentations and public distribution regarding residents' rights and emerging issues in long-term care
- (2) Assistance with screening LTCO applicants for certification requirements, including:
 - (a) Providing a conflict of interest screening tool;
 - (b) Timely response to requests for review of applications and for minimum qualification substitutions
- (3) Assistance with request for documentation regarding complaints, required data entry, participation in trainings, completion of reports, facility visits and Ombudsmanager data.
- (4) Assistance with arrangements for temporary provisions of LTCO services when LTCO staff of the LTCO provider agency are unavailable or the staff position is vacant.
- (5) Program and fiscal monitoring and evaluation of the local LTCO program.