

LONG TERM CARE OMBUDSMAN PROGRAM Responsibilities of Regional Ombudsman	DAIL – LTCOP – 16.19
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Policy Statement

Regional Ombudsmen are established to assist the Kentucky Long Term Care Ombudsman (KLTCO) in the statewide administration and guidance of the long-term care ombudsman program.

Legal Authority: 910 KAR: 210 Sections 3 and 8

The regional ombudsman report directly to the Kentucky Long Term Care Ombudsman and have the following specific responsibilities.

Procedure:

- (1) Provide technical assistance within the geographic area assigned related to Ombudsmanager Data System, consultation, training and resources; including the required twenty-four (24) hours of initial certification training for new DLTCO.
- (2) Receive, investigate and resolve complaints when necessary, including complaints received regarding DLTCO.
- (3) Assist with other trainings when appropriate and approved.
- (4) Attend at least one (1) advisory council meeting per year for each district, as required by contract.
- (5) Obtain copies of each district's advisory council meeting minutes.
- (6) Review quarterly each district program within assigned geographic area, a sample of Ombudsmanager Data System inputted cases and program activities. Follow up with each district ombudsman for corrections.
- (7) Validate facilities have been visited at least quarterly.
- (8) Provide information to the public about the issues of long-term care residents when appropriate.
- (9) Perform other job duties as required by the Kentucky Long-Term Care Ombudsman.
- (10) Perform yearly monitoring of District LTCOP.