

An Accounting of Revisions to the Long-Term Care Ombudsman Program Policies and Procedures Manual July 2021

In order to be consistent with federal language and federal rules, changes were made to the Policies and Procedures manual to reflect changes to the National Ombudsman Reporting System (NORS) and the Long-Term Care Ombudsman Programs Federal Rule. Chapters were added to come into compliance with the Ombudsman Programs Federal Rule. The following chart reflects significant changes made to the Manual.

Chapter	Previous language	Revision	Reason for the amendment
Chapter 100: Introduction			
101: General Authority and Mission (E)	Deleted old language	Added NORS language	Consistency with NORS
104: Definitions	Removed the following definitions: Consultations, Facility In-Services Revised the definition of a Participant’s Representative	Added the following definitions: Access, Benchmarks, Information and Assistance, Medicare-Medicaid Alignment Initiative (MMAI), Routine Visit, Training for Facility Staff	Consistency with NORS and clarification of other terms Consistency with the Home Care Ombudsman Policies and Procedures Manual
Chapter 200: Organization Standards and Responsibilities	No Significant Changes	N/A	N/A
Chapter 300: Designation and Certification			
302: Refusal to Designate and De-designation of Regional Programs	“Notice of Office’s appeal process” in several areas	“opportunity for reconsideration of the State Ombudsman’s decision” Added 302 (C) and (J)to include the provider agency’s process to request a reconsideration	Consistency with the Long-Term Care Ombudsman Programs Federal Rule § 1324.11 (e)(7)

303: Certification of an Ombudsman (D)	Removed previous state training standards	Included federal training standards for Ombudsmen	Consistency with ACL's new required Training Standards effective 10/01/2021
304: Suspension and De-certification of an Ombudsman	N/A	Added language about suspension of Ombudsman duties 304 (C) Added language about the reconsideration process	Consistency with the Long-Term Care Ombudsman Programs Federal Rule § 1324.11 (e)(7)
Chapter 400: Long-Term Care Ombudsman Program Service Delivery Policies and Procedures			
401: Program Service Components	Deleted old language	Added NORS language	Consistency with NORS
403: Regular Presence in Long-Term Care Facilities	Deleted old language	Added NORS language Added (D-M), providing guidance to Ombudsmen on initial visits and other routine visits	Consistency with NORS Clarification on the expectations of what to do and what not to do during facility visits
404: Information and Assistance, Inquiries, Community Education and Training for Facility Staff	Formerly titled "Consultation, Inquiries and Community Education" Deleted old language	New title "Information and Assistance, Inquiries, Community Education, and Training for Facility Staff" Added NORS language Added further guidance on Community Education and Training for Facility Staff 404 (C) and (D)	Consistency with NORS definitions of Community Education and Training for Facility Staff
Chapter 500: Investigative Services			
501: Receipt of Complaints (E)	Deleted (1-4)	Added a directive for Home Care Ombudsmen to refer to their Policy and Procedure Manual	A policy and procedure manual specific to the Home Care Ombudsman Program was developed and provides more detailed directives for the HCOP.

502: Complaint Investigations (B)	N/A	Added guidance consistent with federal language	Consistency with the Long-Term Care Ombudsman Programs Federal Rule § 1324.19 (b) (7) (i)
502: Complaint Investigations (F) - (I)		Moved and clarified when what an Ombudsman should do when a resident is unable to communicate informed consent	Consistency with the Long-Term Care Ombudsman Programs Federal Rule § 1324.19 (b)(2)(iii) and § 1324.19 (b) (7)(i)
502: Compliant Investigations former "S"	Deleted former "S" and below. Information pertaining to participants refusing or withdrawing consent	Added a directive for Home Care Ombudsmen to refer to their Policy and Procedure Manual	A policy and procedure manual specific to the Home Care Ombudsman Program was developed and provides more detailed directives for the HCOP.
504: Resolution of Complaints	Removed old complaint codes	(F) - (H) added to include resolution status of residents who cannot communicate level of satisfaction. Added new NORS complaint codes and definitions of the codes Added more reasons for case closures	Consistency with the Long-Term Care Ombudsman Programs Federal Rule § 1324.19 (b) (5) Consistency with NORS Clarifying guidance
505: Abuse/Neglect Issues (M) & (N)	N/A	Added a directive when an Ombudsman believes there is imminent threat of harm	Clarifying guidance
Chapter 600: Access	No Significant Changes	N/A	N/A
Chapter 700: Legal Issues	No Significant Changes	N/A	N/A
Chapter 800: Confidentiality, Monitoring, Disclosure, and Maintenance			
804: Receiving Resident Records	N/A	New section	Clarifying guidance

805: Program Record Maintenance	Formerly 804	Added further direction about confidential program records	Clarifying guidance
Chapter 900: Conflict of Interest			
902: Identifying a Conflict of Interest (C)(E)	N/A	Added language to include an individual involved with hiring the State Ombudsman	Consistency with the Long-Term Care Ombudsman Programs Federal Rule § 1324.21 (b) (iv)
Chapter 1000: Volunteer Management	No Significant Changes	N/A	N/A
Chapter 1100: Emergency Preparedness	N/A	New Chapter	No current guidance to follow. Researched other states' policies and information from the National Ombudsman Resource Center.
Chapter 1200: Facility Closures and Bankruptcies	N/A	New Chapter	No current guidance to follow. Researched other states' policies and information from the National Ombudsman Resource Center. Incorporated policy based on previous closures and bankruptcies in IL.