

SAN DIEGO COMMUNITY COLLEGE DISTRICT  
CONTINUING EDUCATION  
COURSE OUTLINE

**SECTION I**

SUBJECT AREA AND COURSE NUMBER

PASV 557

COURSE TITLE

OMBUDSMANSHIP/LONG-TERM CARE

TYPE COURSE

NON-FEE

VOCATIONAL

CATALOG COURSE DESCRIPTION

Students will acquire an understanding of issues related to aging so that they can act as an ombudsman or advocate for seniors and family members. An ombudsman works with long-term care facilities, problem solving, assisting in referrals for community services, and to see that the quality of life, as well as the quality of care are maintained. (FT)

LECTURE/LABORATORY HOURS

4 hours per week  
(for 9 weeks)

PREREQUISITE

NONE

RECOMMENDED SKILL LEVEL

NONE

COURSE GOALS

ESLRs

1. SDCE students will demonstrate interpersonal skills by learning and working cooperatively in a diverse environment.
2. SDCE students will be effective communicators and listeners.
3. SDCE students will process information independently and cooperatively.
4. SDCE students will pursue life-long learning to adapt to changing conditions and to fulfill their roles as individuals, family members, workers and community members.

COURSE GOALS (CONTINUED)

5. SDCE students will demonstrate learning gains or competencies relevant to their needs and course objectives.

Students will have an understanding of laws and the State's regulatory system, various levels of care, types of facilities, effective communication skills, patient/residents rights, special needs of residents in long-term care facilities, and other competencies to act as an advocate or assist senior and family members.

COURSE OBJECTIVES

1. Identify characteristics of an Ombudsmen and relate these to the role of the "Long-Term Care" Ombudsman.
2. List characteristics and trends related to the demographics of aging and the aging process.
3. Identify the laws relating to the Ombudsman Program and know how to use the various State regulatory codes and statutes as resources.
4. Explain and demonstrate via example the difference between "Expressed Wish" and "Best Interest" advocacy.
5. Differentiate the various levels of care and types of facilities in the long-term care system.
6. Describe the roles of the State's regulatory system as they relate to the long-term care facilities.
7. Describe patient and resident rights and know how to ensure that these rights are respected.
8. Demonstrate competency, via case example, to access services from government and private agencies that serve the elderly residents in long-term care facilities.
9. Describe the "witnessing" role of the Ombudsman Program regarding "Durable Poser of Attorney of Health Carte".
10. Demonstrate effective communication skills in simulated role-playing.

**SECTION II**

COURSE CONTENT AND SCOPE

1. History and Role of the Long-Term Care Ombudsman Program
  - 1.1. Definition
  - 1.2. Model projects
  - 1.3. Legislation
2. Demographics of Aging Population
  - 2.1. Nursing home population
  - 2.2. Changing demographics
  - 2.3. Trends and implications
3. The Aging Process
  - 3.1. The move from independence to dependence
  - 3.2. The value of exercise
  - 3.3. Common health problems

COURSE OBJECTIVES (CONTINUED)

- 3.4. Age-related changes in the body
- 3.5. Sensory losses
- 3.6. Aging and the brain
4. Advocacy for Long-Term Care Residents
  - 4.1. Role of advocate
  - 4.2. Inappropriate roles
  - 4.3. Ethics
  - 4.4. Patient and residents' rights
5. The Law: Ombudsman Rights and Responsibilities
  - 5.1. Confidentiality
  - 5.2. Willful interference
  - 5.3. Access
  - 5.4. Records
6. How to Pay for Long-Term Care
  - 6.1. Overview
  - 6.2. Medicare
  - 6.3. Medi-Cal
  - 6.4. Private insurance for long-term care
  - 6.5. Supplemental security income
7. Long-Term Care System and its Regulatory Process
  - 7.1. Long term care facilities
  - 7.2. Role of the area agency on aging
  - 7.3. Health facility regulations process
  - 7.4. Regulatory agency
  - 7.5. Licensing
  - 7.6. Inspection
8. How to Investigate and Document Complaints, Including Elder Abuse
  - 8.1. Complaint investigation
  - 8.2. Citations/fines/civil and criminal penalties
  - 8.3. Skilled nursing facilities and intermediate care facilities
9. Ombudsman as Witness to Durable Power of Attorney for Health Care
10. Pharmacology and the Long-Term Care Resident
  - 10.1. Drug use problems
  - 10.2. Factors influencing altered drug response
  - 10.3. Guidelines for drug therapy
11. Communication Skills

APPROPRIATE READINGS

NONE

WRITING ASSIGNMENTS

NONE

OUTSIDE ASSIGNMENTS

NONE

APPROPRIATE ASSIGNMENTS THAT DEMONSTRATE CRITICAL THINKING

NONE

EVALUATION

Students will be evaluated by the instructor on their demonstrated comprehension of key course objectives, class participation, and attendance.

METHOD OF INSTRUCTION

Lecture, guest speakers, field trips, role playing, and required text.

Certification:

Students may be eligible for selection as a State certificated Long-Term Care Ombudsperson volunteer. Students wishing to apply to the State certificated Long-Term Ombudsman Program to become a field volunteer will be required to attend every class session or make special arrangements with the instructor to make up any missed classes.

TEXTS AND SUPPLIES

Text:

*The Long-Term Care Ombudsman Program Curriculum*, California Department on Aging

PREPARED BY Su Hamano/Bill Grimes DATE January, 1990

DATA REVISED BY \_\_\_\_\_ DATE \_\_\_\_\_

Instructors must meet all requirements stated in Policy 3100 (Student Rights, Responsibilities and Administrative Due Process), and the Attendance Policy set forth in the Continuing Education Catalog.

REFERENCES:

San Diego Community College District Policy 3100  
California Community Colleges, Title 5, Section 55002  
Continuing Education Catalog