

NORS Training: Part IV Annotated NORS Activity Chart*

Activity	Measure
<p>1. Training for ombudsman staff and volunteers This activity is from the perspective of the trainer, reporting on training provided by or arranged by ombudsman program staff.</p> <p>NOTES:</p> <ul style="list-style-type: none"> • The number of sessions is unduplicated. A session is a meeting/training, whether it lasts for three hours, all day, or all week. • The number of hours is the time the trainees spend receiving training. This measure captures the amount of training you provide. It does not capture the time spent preparing for training. • The number of trainees is a count of all ombudsmen attending each training event. This may include the same ombudsman attending several different training sessions. • Report the primary topic covered during the training. 	Number sessions
	Number hours
	Total number of trainees that attended any of the training sessions above (duplicated count)
	Topics for training
<p>2. Technical assistance to local ombudsmen and/or volunteers This activity measures the percentage of staff time spent managing and administering local and volunteer programs, including time spent developing and delivering training. It covers all aspects of working with volunteers or paid staff such as conveying changes in procedures, reviewing others' case records, researching regulations to provide assistance on specific complaints and providing guidance to staff and volunteers.</p> <p>NOTE: AoA only asks for an estimate; but your state may be very precise about how this percentage is calculated. The state ombudsman provides guidance on how to measure this activity.</p>	Estimated percentage (%) of total staff time
<p>3. Training for Facility Staff</p> <p>NOTES:</p> <ul style="list-style-type: none"> • The Number of session to facility staff is an unduplicated count. • Record the primary topic covered during the session. 	Number of sessions
	Topics covered

Activity	Measure
<p>4. Consultation to facilities (providing information and assistance by phone, responding to e-mail questions, or in person)</p> <p>NOTES:</p> <ul style="list-style-type: none"> The number of consultations is an unduplicated count of information and assistance to facility managers and staff. Record the primary topic covered during the consultation. 	<p>Topics covered</p> <hr/> <p>Number of consultations</p>
<p>5. Information and consultation to individuals (by telephone, responding to e-mail questions, or in person on a one-to-one basis)</p> <p>NOTES:</p> <ul style="list-style-type: none"> Record the primary topic covered in each consultation. Count each separate request for information and assistance but not each call related to the same request. Do not count conversations related to a specific case 	<p>Topics of requests</p> <hr/> <p>Number of consultations</p>
<p>6. Facility Coverage This is an unduplicated count of facilities visited no less frequently than quarterly based on the federal fiscal year. The number reported indicates the facility was covered on a regular basis, not in response to a complaint, by paid or volunteer ombudsmen.</p>	<p>Number Nursing Facilities visited (unduplicated)</p> <hr/> <p>Number Board and Care or similar facilities visited (unduplicated)</p>
<p>7. Participation in Facility Surveys This number reflects a count of ombudsman participation in standard and abbreviated surveys (including inspections in board and care facilities). Participation in various parts of the survey process is acceptable. This includes pre-survey briefing, and attending the resident group interview or exit interview. Count participation in the same survey only once.</p>	<p>Number of surveys</p>
<p>8. Work with resident councils The count of all resident council meetings attended by an ombudsman. Report attendance to the same meeting by more than one ombudsman as one. Do not record preparation work that does not include attendance at a council meeting. Discussions with residents during the course of the meeting are not counted as consultations.</p>	<p>Number of meetings attended</p>

Activity	Measure
<p>9. Work with family councils The count of all family council meetings attended by an ombudsman.</p> <p>Report attendance by more than one ombudsman to the same meeting as one. Do not record preparation work that does not include attendance at a council meeting. Discussions with individuals during the course of the meeting are not counted as consultations.</p>	Number of meetings attended
<p>10. Community Education The total number of presentations made to and or other meetings where you represent the ombudsman program with community groups, students, churches, etc. This can include attendance at community and health fairs and similar gatherings where the LTCO has a display and staff available to provide information to attendees.</p>	Number of sessions
<p>11. Work with media NOTES:</p> <ul style="list-style-type: none"> • Record the primary topic covered. • If several discussions occur with the same reporter on the same story, count as one. • Sending a press release to several media outlets counts as one press release. 	Topics
	Number of interviews/discussions
	Number of press releases
<p>12. Monitoring/work on laws, regulations, government policies and actions A best estimate of the percentage of paid staff time spent working with other agencies and individuals, both inside and outside of government, on laws, regulations, policies and actions to improve the health, welfare, safety and rights of long-term care residents. This includes time spent reviewing, commenting and developing proposed laws and regulations at the federal and state and local level.</p> <p>NOTE: AoA only asks for an estimate; but your state may be very precise about how this percentage is calculated. The state ombudsman provides guidance on how to measure this activity.</p>	Estimated percentage (%) of total paid staff time.

* This Annotated Activity Chart is based on a chart from the NORS Report submitted by states to AoA each year. Information from the NORS instructions is included to clarify all elements that must be reported.