

## NORS Part IV Quiz: Long-Term Care Ombudsman Activities

1. One of your volunteers investigated a complex case of potential resident abuse. She called you several times for advice. You provided strategies for investigation and suggested additional questions to ask residents. You spent approximately two and a half hours researching relevant laws, discussing the case and advising the ombudsman.

What activity best fits this situation?

Identify all measures/topics required:

2. A nursing home association asks you to provide culture change training at their statewide annual convention. The audience is primarily nursing home administrators and other lead staff.

What activity best fits this situation?

Identify all measures/topics required:

3. You make an unscheduled visit to Mountain View nursing home, upon entering you ask for a list of residents so that you can see who is new to the home. You make rounds introducing yourself to new residents and checking in with residents that you know; one resident asks you about the Money Follows the Person program and facility staff approaches you with questions about a potential resident discharge.

What activities best fit this situation?

Identify all measures/topics required:

4. Prior to the beginning of an annual nursing home survey, you call the team leader and leave a voice mail message with facility complaint information. The team leader calls you back to clarify some information. You then call the volunteer assigned to the facility to alert him to the upcoming survey. The volunteer is on site at the facility including at the exit meeting.

What activity best fits this situation?

Identify all measures/topics required:

5. During a routine nursing home visit the Social Services Director asked to speak to you. She reported that she has noticed an increase in the number of residents who request to return to the community but that families are preventing discharge planning. You explained residents' rights and the role of power of attorney. The Social Services Director felt that with this additional information she would try to work on the issues with the residents, their families and facility staff.

What activity best fits this situation?

Identify all measures/topics required:

6. You attend a resident council meeting. During the meeting, you respond to several resident concerns and questions as well as a question from a staff member about the upcoming resident's rights celebration.

What activity best fits this situation?

Identify all measures/topics that are required:

7. A family council president asks you for advice about an upcoming family council meeting. You discuss agenda items and recommend a speaker to present on the requested topic of pressure ulcers. You are invited but unable to attend the meeting.

What activity best fits this situation?

Identify all measures/topics required:

8. You are invited to speak to a group of older adults with hearing impairments who live in the community. The organizer states that she will arrange for a sign language interpreter. At the presentation you talk about long-term care options and provide information about nursing homes, hospice, and assisted living facilities.

What activity best fits this situation?

Identify all measures/topics that are required:

9. You receive a request to have a display table for the Long-Term Care Ombudsman Program at “Senior Day” at the County Fair. During the fair, you hand out information about the Long-Term Care Ombudsman office and talk to people passing through.

What activity best fits this situation?

Identify all measures/topics required:

10. You receive a telephone call from an anonymous person. He states that he recently resigned from a nursing home on good terms. He wants to go back to visit some of the residents whom he considers friends and wants to know if there are any laws restricting him from visiting.

What activity best fits this situation?

Identify all measures/topics required:

11. You serve as an information source for a reporter investigating the quality of assisted living facilities. Over a period of two months you have five discussions with the reporter related to the story.

What activity best fits this situation?

Identify all measures/topics required:

12. An ombudsman program develops materials in preparation for this year's Residents Rights Month, including a press release. The program distributes the release to four regional newspapers.

What activity best fits this situation?

Identify all measures/topics required:

13. You are a member of a coalition to support expansion of Home and Community Based Programs. A primary goal of the coalition is to comment on proposed legislation related to the Medicaid Waiver to ensure increased consumer access and quality assurance. The group meets monthly and the agenda includes reports from stakeholders and review of other state programs.

What activity best fits this situation?

Identify all measures/topics required:

14. A local ombudsman provides training for 14 volunteer and two staff ombudsmen. The training is from 1:00 to 5:00 p.m. on the first day and 9:00 a.m. to 1:00 on the second day, which includes a working lunch. The agenda includes training on ombudsman investigation techniques and resolution strategies. Several outside speakers, as well the State Ombudsman, serve as presenters.

What activity best fits this situation?

Identify all measures/topics required:

## **Bonus Questions**

1. A family council asks the local ombudsman program to give a presentation on residents' rights at a monthly family council meeting. Two ombudsmen attend the meeting and each participates in the presentation. In addition, the lead ombudsman who does not attend the meeting helps develop presentation materials used in the meeting.

What activity best fits this situation?

Identify all measures/topics required:

2. An assisted living facility director asks you to present training on resident abuse and neglect. In the audience are staff members from three long-term care facilities, a new ombudsman who is observing the training, and a few family members who also are interested in the information.

What activity best fits this situation?

Identify all measures/topics required: