

# NORS Part IV, Quiz with Answers

## Introduction

### Purpose

The purpose of this quiz is to give ombudsmen an understanding of Administration on Aging (AoA) definitions of required ombudsman activities to be reported on NORS. All ombudsmen must follow this guidance to ensure that states report ombudsman activities in a consistent manner, making ombudsman data comparable. These activities give AoA a nationwide snapshot of services provided in support of long-term care residents and represents the range of work that Ombudsmen routinely conduct.

### Reminder

States can use wide discretion in capturing certain Ombudsman program activities. Training and consultation topics and calculation of percentage measures vary from state to state. For example, states can choose to develop consultation and training topics to reflect initiatives, such as, Culture Change or Money Follows the Person. States may also choose a specific method to calculate the estimated percentage of time spent on technical assistance and systems advocacy. Any methodology that a state chooses to use is acceptable.

State Ombudsman Programs frequently capture information that goes beyond the federal requirements; for example, many states also record complaint related visits, care conferences or complaint investigation strategies. All ombudsman activities are critical to promoting and protecting resident quality of life, rights and care, even if not counted in NORS. The reporting of these activities at the state level is often essential to telling the ombudsman story, especially with regards to educating the media, legislators and policy makers.

## Instructions

For each situation, identify the proper activity and its corresponding measure or topic. In your answer, include every measure that is required. Reported activities may be completed by paid or volunteer ombudsmen at the state or local level. AoA directs ombudsmen to report exact numbers wherever possible; where not possible, provide a best estimate of the numbers requested. Record each activity only once, under the most appropriate heading.

The Annotated NORS Activity Chart included with this quiz lists and defines twelve activities. It also describes measures for each activity. **Refer to the Annotated NORS Activity Chart as you complete the quiz.**

## NORS Part IV Quiz Answers: 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? **Technical assistance to local ombudsmen and volunteers**

Identify all measures/topics required:

- **Measure: *Estimated percentage of total staff time.*** The State Ombudsman may have specific guidance on how to calculate this time. Because NORS only asks for an estimate, AoA does not prescribe a particular methodology to determine the estimated percentage.
- **Topic: Not 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? **Training for facility staff**

Identify all measures/topics required:

- **Measure: 1 session**
- **Topic: Culture change**

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? **Facility Coverage, Information and Consultation to Individuals, Consultation to Facilities**

Identify all measures/topics required:

- **Facility Coverage: 1 visit**
- **Information and Consultation to Individuals: 1 Topic, Money Follows the Person**
- **Consultation to Facilities: 1 Topic, Transfer/Discharge**

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? **Participation in facility surveys**

Identify all measures/topics required:

- **Measure: 1 survey**
- **Topic: Not 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? **Consultation to facilities**

Identify all measures/topics required:

- **Measure: 1 consultation**
- **Topic: Resident Rights**

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? **Work with resident council**

Identify all measures/topics that are required:

- **Measure: 1 resident council meeting**
- **Topic: Not required**

**Note:** Resident concerns and questions discussed during a resident council are not considered consultations because it is taking place in a group setting. Resident Councils may choose to use part of their time to problem solve including talking to the ombudsman.

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? **Information and consultation to individual**

Identify all measures/topics required:

- **Measure: 1 information and consultation**
- **Topic: Family council**

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? **Community Education**

Identify all measures/topics that are required:

- **Measure: 1 community education**
- **Topic: Not 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? **Community Education**

Identify all measures/topics required:

- **Measure: 1 community education**
- **Topic: Not 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? **Information and Consultation to Individuals**

Identify all measures/topics required:

- **Measure: 1 information and consultation**
- **Topic: Resident Rights**

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? **Work with media, Interview**

Identify all measures/topics required:

- **Measure: 1 interview**
- **Topic: Facility quality**

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? **Work with media, press releases**

Identify all measures/topics required:

- **Measure: 1 press release**
- **Topic: Resident rights**

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? **Monitoring laws and regulations**

Identify all measures/topics required:

- **Measure: *Estimated percentage of total staff time.*** The State Ombudsman may have specific guidance on how to calculate this time. Because NORS only asks for an estimate, AoA does not prescribe a particular methodology to determine the estimated percentage.
- **Topic: Not required**
- **Note:** For this activity, participating in each meeting can be counted in the estimated percentage.

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? **Training for ombudsman staff and volunteers**

Identify all measures/topics required:

- **Measure: 1 session**
- **Measure: 8 hours, 16 ombudsmen**
- **Topic: Investigation strategy**

**Does the State Ombudsman count this as a state training activity?** No – NORS instructions read:

“When state staff provides all or part of the training, but the training is arranged by local program staff, the training is counted as local.”

## **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? **Work with family councils**

Identify all measures/topics required:

- **Measure: 1 Family Council Meeting**
- **Topic: Not required**

**In this scenario participation in family council can only be counted by one ombudsman.** The measure that AoA wants to know is how many meetings were attended which reflect support for family councils, not how many ombudsmen attended the meeting.

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? **Training to facility staff**

Identify all measures/topics required:

- **Measure: 1 Training**
- **Topic: Abuse and neglect**

**There is only one activity entered by the ombudsman, training to facility staff.**

Although there is an ombudsman and several family members in the audience, the bulk of the trainees are facility staff. Count your training activity based on the primary composition of the audience.

*Revised 03/02/2012*