

NORS Training: Part II

Coding Complaints Beyond the Basics

DIRECTIONS: For each problem below, give the number of cases, number of complaints and the primary complaint code for each complaint. **NOTE:** Use only one complaint code for each complaint.

When reviewing each scenario below, remember:

- a. A case must have one or more complaints brought to or initiated by the ombudsman.
- b. The complaints must be made by or on behalf of one or more residents and the complaint(s) must be related to the health, safety, welfare or rights of the residents.
- c. The ombudsman must be actively involved in working on the complaint, and includes ombudsman investigation, strategy to resolve, and follow-up.

1. A nursing home staff person tells you that Mrs. Smith's son, who has power of attorney for his mother is using her income for his own purposes and has not paid her bill for three months. The staff person requests your involvement in resolving the nonpayment issue. Mrs. Smith tells you that she is worried that her bill is not getting paid and she hopes you can do something about it.

Number of cases: _____

Number of complaints in each case:

case #1 _____ case #2 _____

Primary Complaint code for each complaint:

case #1 _____ case #2 _____

2. You go to the facility in the middle of the afternoon. Mrs. Jones tells you that she used her call light twice that morning and each time she had to wait 20 minutes before someone came to help her.

Number of cases: _____

Number of complaints in each case:

case #1 _____ case #2 _____

Primary Complaint code for each complaint: case

case #1 _____ case #2 _____

3. You visit Mrs. Brown in the morning. She tells you that she needed help getting to the toilet during the night and she kept pressing her call light button for over an hour but no one came to help her. When an aide finally came, she told Mrs. Brown that she was sorry it took so long, but three aides had called in sick so it was taking her longer to get to everyone who needed help.

Number of cases: _____
Number of complaints in each case: case #1 _____ case #2 _____
Primary Complaint code for each complaint: case #1 _____ case #2 _____

4. You are in Sunrise Nursing Home for the second time in a week. You are on your way to visit Ms. Smith. During both visits to Sunrise, you've noticed that many call lights are going unanswered. Today, you overhear an aide say that they don't have enough staff on duty. She complains that she has five additional residents to care for and she just can't answer all the call bells. When you meet with Ms. Smith, she explains that she is not getting enough PT. She also tells you that no one has changed her bed today. It is wet and she is uncomfortable.

Number of cases: _____
Number of complaints in each case: case #1 _____ case #2 _____
Primary Complaint code for each complaint: case #1 _____ case # 2 _____

5. Ms. Green's daughter, Ann, calls you because she wants Sunrise Nursing Home to return a radio that she had given to her mother. Sunrise told Ann that her mother had given the radio to her roommate's niece shortly before she died, because she thought she would enjoy it.

Number of cases: _____
Number of complaints in each case: case #1__ case #2 _____
Primary Complaint code for each complaint: case #1__ case #2 _____

6. Mr. Brown's daughter, Ellen, calls you a month after her father died. Sunrise Nursing Home just sent the funds that were in her father's personal needs account at the home. He had been on Medicaid. He had about \$500 less in the account than she thought he had. The facility told her they had charged him 50 cents per mile whenever he took the van to church and whenever he went with them on field trips. Ellen said the facility never told her or her father about the mileage fee. She's angry with the facility. She wants them to pay her back.

Number of cases: _____
Number of complaints in each case: case #1 _____ case #2 _____
Primary Complaint code for each complaint: case #1 _____ case #2 _____