

NORS Training: Part III

Verification, Disposition and Closing Cases NORS DISPOSITION CODES

Disposition: Provide, for *cases closed* during the reporting period (whether the complaint is verified or not), the total number of *complaints*, by type of facility or setting, for each disposition category. Only one disposition is allowed for each complaint. Where there are two possible choices, the ombudsman must choose the *one* category which *best* describes the outcome of the complaint.

The following disposition codes are found in Part I.E.2 –Action on Complaints, of Annual State Ombudsman Report that each state submits to Administration on Aging (AoA).

- a. **LEGISLATIVE OR REGULATORY ACTION REQUIRED** - Complaints that require policy, regulatory or legislative change to resolve to satisfy the resident or complainant. Complaints of this nature may be addressed in the issues section of the NORS report.
- b. **NOT RESOLVED** - The problem identified in the complaint has not been corrected or the change made was in no way to the satisfaction of the resident.
- c. **WITHDRAWN** - The complaint was withdrawn *at the request* of the resident or complainant, or discontinued by the ombudsman. If a significant portion of the complaint/problem was resolved prior to the withdrawal record as “Partially Resolved.”
- d.1 **REFERRED FOR RESOLUTION AND FINAL DISPOSITION NOT OBTAINED**
The complaint was referred to another agency for investigation but no report of final outcome was obtained by the ombudsman.
- d.2 **REFERRED FOR RESOLUTION AND OTHER AGENCY FAILED TO ACT**
The complaint was referred to another agency for investigation, but no action was taken by the referral agency.
- d.3 **REFERRED FOR RESOLUTION AND AGENCY DID NOT SUBSTANTIATE**
The complaint was referred to another agency for investigation but their findings did not substantiate (or support) the referred complaint.
- e. **NO ACTION NEEDED OR APPROPRIATE** - The investigation proved no action by the ombudsman was needed or appropriate. Examples include: a family member has a complaint which the resident does not consider to be a problem and wants no action; or the findings of the investigation did not indicate a need for change or require further ombudsman investigation and complaint resolution. This code may also be used when the resident dies or moves away and the complaint is no longer relevant.

f. PARTIALLY RESOLVED - The complaint addressed in part to the satisfaction of resident or complainant, but some problem remained. (See g. below for guidance.)

g. RESOLVED - The complaint was addressed to the resident's satisfaction. **If the resident cannot communicate his/her satisfaction, the ombudsman may look to the resident's representative or to the complainant to determine the resolution if consistent with the rights and interests of the resident.** In cases where the resident is not the complainant and the resident is deceased, a complaint may be considered resolved if addressed to the satisfaction of the complainant.