

NORS Training materials

An Overview

Long Term Care Ombudsman efforts are summarized and compiled through the National Ombudsman Reporting System (NORS) data that have been collected since 1996. In order to assure consistency in the data, a series of conference calls and on site events were held to train ombudsmen on NORS reporting. The materials used for the trainings are outlined below. Copies of these training tools can be accessed through the NORC website at www.ltombudsman.org

Part I Materials:

[The Three C's](#) Case, Complaint, Consultation - a definition of principles.

[The Quiz](#) - designed to reinforce the principles - to be completed by participants prior to the training session.

Part II Materials

[Teaching NORS Consistency](#) - an outline for interactive training of local ombudsmen

[Basic Principles Part II](#) - coding, verifying, and closing complaints

[Complaint Categories and Codes](#) - a guide for ombudsman

[Sample Scenarios](#) - prepared by the Workgroup to Improve NORS Consistency (WINC), this document clarifies some special issues.

Complaint Categories [Quiz - Part II](#)

[Bonus Questions](#)

Part III Materials

[Basic Principles Part III](#) - Verifying, Coding, Closing

- [Quiz](#)

Complaint Disposition

- [Codes](#)
- [Quiz](#)