

OMBUDSMAN INFORMATION & CONSULTATION TALLY BY TOPIC

NAME: _____ DATE: _____

TOPICS	CF	TIME	CI	TIME
Access to Facilities - Ombudsman				
Access to Records - Ombudsman				
Access to Records - Resident/Legal Representative				
Admission Policies and Practices				
Adult Protective Services				
Advance Health Care Directives				
Aging/Disability Services				
Behaviors - Managing				
Billing/Payment				
Care Issues				
Community Resources				
Confidentiality				
Conservatorship				
Dental Services – Access to Outside Provider				
Dietary				
Disaster/Emergency Planning				
Discharge/Eviction/Transfer				
Elder/Dependent Adult Abuse				
End of Life Care				
Facility Closure				
Facility Environment				
Facility Staffing				
Family Conflict				
Grievance Against Ombudsman/LTCOP				
Home Care				

TOPICS	CF	TIME	CI	TIME
Home Health Care				
Hospice				
Infection Control				
Labor/Facility Employment				
Law Enforcement				
Laws and Regulations				
Legal services				
Licensing Agencies				
Mandated Reporting Responsibilities				
Medi-Cal				
Medicare				
Medication Issues				
Ombudsman Services/Roles/Responsibilities				
Payee Services/Responsibilities				
Physician Orders for Life-Sustaining Treatment				
Placement Information				
Powers of Attorney				
Resident-to-Resident Conflict				
Residents' Rights				
Social Security Information				
Theft and Loss				
Transportation				
Unlicensed Facilities				
Veterans Affairs/Issues				
Visitation				

INSTRUCTIONS FOR COMPLETING FORM:

- Use tally marks to note the number of consultations, per topic, provided to either individuals or facilities.
- Enter time spent on activity in TIME columns.
- Count each contact as one instance, unless the contact is related to an earlier request by the same caller/contact person about the same topic.
- Tally in the appropriate column, as follows:
 - CF (Consultation to Facilities) – If contact/instance involves providing information to facility employees.
 - CI (Information and Consultation to Individuals) – If contact/instance involves providing information and/or consultation to individuals not employed at a facility.
 - Contacts related to new or ongoing cases (CR) are not consultations and should be included in case journals.
- For NORS data, collect the total number of instances and time spent by activity (CF or CI) and topic.