NORS TRAINING PART II: Coding Complaints

NORC WINC WEBINAR

September 29, 2011

Agenda

3:00 – 3:10 Welcome, Instructions, Overview of the Session, and Introductions of Speakers, Sara Hunt, NORC Consultant

3:05 – 3:15 Initial Comments on the Part II training, Louise Ryan, Aging Program Specialist for the Long-Term Care Ombudsman Program, Administration on Aging; Shelley Hitt, Colorado State Long-Term Care Ombudsman and Chair of the NASOP WINC Committee

3:15 – 3:35 Coding Complaints Basic Principles and Overview of the Complaint Categories, Sara Hunt and Amity Overall-Laib, Manager, Long-Term Care Ombudsman Program and Policy, NORC

3:35 – 4:25 Quiz Answers and Dialogue

4:25 – 4:30 Summary and Closing