



The National **Long-Term Care**
Ombudsman Resource Center

NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART II:

COMPLAINT CODING

Agenda

- Part II Training Materials
 - Complaint Coding Basic Principles
 - NORS Table 2: Complaint Codes and Definitions, Examples and Reporting Tips
 - Quiz
 - Quiz Answer Sheet
- Quiz
- Questions and Answers
- Resources

NORS Training Part II: Complaint Coding

The five documents for the Part II NORS training materials are:

- Basic Principles
- Quiz
- Quiz Answer Sheet
- Beyond the Basics Quiz
- Beyond the Basics Quiz Answer Sheet

https://ltcombudsman.org/omb_support/nors/nors-training

Part II – Complaint Coding Beyond the Basics

NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART II

Complaint Coding Beyond the Basics Quiz

REMINDER: Throughout these training materials “Ombudsman” is used as a generic term that may mean the state Ombudsman, a representative of the Office, or the Ombudsman program. Use the NORS tables developed by the Administration for Community Living/Administration on Aging with these training materials when indicated (Table 1: NORS Case and complaint codes, values and definitions; Table 2: NORS Complaint codes and definitions; and Table 3 State Program Information, OMB Control Number 0985-0005, updated 10/1/21, expiration date 10/31/24). The NORS codes and definitions used in these materials are taken from the ACL tables 1-3 and are not to be modified.

DIRECTIONS: Each person taking the quiz needs to have a copy of the NORS, Table 1: NORS Case and complaint codes, values, definitions, and NORS, Table 2: Complaint codes and definitions. For each scenario below, give the number of cases, number of complaints, complainant, perpetrator if applicable, and the primary complaint code for each complaint. Use only one complainant per case and only one complaint code for each complaint. For purposes of this training, assume that the resident gives consent to investigate if not otherwise indicated.

When reviewing each scenario below, remember:

- A **case** must have a minimum of one complaint.
- A **complaint** is an expression of dissatisfaction or concern brought to, or initiated by, the Ombudsman program which requires Ombudsman program investigation and resolution on behalf of one or more residents of a long-term care facility.
- A **complainant** is an individual (i.e., resident, resident representative, family, staff) who requests Ombudsman program complaint investigation services regarding one or more complaints made by, or on behalf of, residents.

1. A nursing facility staff person tells you that Mrs. Wright’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. Wright 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: _____
Complainant for each case: Case #1: _____ Case #2: _____
Complaint code for each complaint: Case #1: _____ Case #2: _____
Perpetrator: _____

NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART II

Complaint Coding Beyond the Basics Quiz Answer Sheet

REMINDER: Throughout these training materials “Ombudsman” is used as a generic term that may mean the state Ombudsman, a representative of the Office, or the Ombudsman program. Use the NORS tables developed by the Administration for Community Living/Administration on Aging with these training materials when indicated (Table 1: NORS Case and complaint codes, values and definitions; Table 2: NORS Complaint codes and definitions; and Table 3 State Program Information, OMB Control Number 0985-0005, updated 10/1/21, expiration date 10/31/24). The NORS codes and definitions used in these materials are taken from the ACL tables 1-3 and are not to be modified.

DIRECTIONS: Each person taking the quiz needs to have a copy of the NORS, Table 1: NORS Case and complaint codes, values, definitions, and NORS, Table 2: Complaint codes and definitions. For each scenario below, give the number of cases, number of complaints, complainant, perpetrator if applicable, and the primary complaint code for each complaint. Use only one complainant per case and only one complaint code for each complaint. For purposes of this training, assume that the resident gives consent to investigate if not otherwise indicated.

When reviewing each scenario below, remember:

- A **case** must have a minimum of one complaint.
- A **complaint** is an expression of dissatisfaction or concern brought to, or initiated by, the Ombudsman program which requires Ombudsman program investigation and resolution on behalf of one or more residents of a long-term care facility.
- A **complainant** is an individual (i.e., resident, resident representative, family, staff) who requests Ombudsman program complaint investigation services regarding one or more complaints made by, or on behalf of, residents.

1. A nursing facility staff person tells you that Mrs. Wright’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. Wright 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: 1
Number of complaints in each case: Case #1: 1 Case #2:
Complainant for each case: Case #1: **Staff** Case #2:
Complaint code for each complaint: Case #1: **A04** Case #2:
Perpetrator: **Family**

Basic Principles

- Basic Principles document includes reminders and instructions for coding complaints.
- In these materials, “Ombudsman” is used as a generic term that may mean the state Ombudsman, a representative of the Office, or the Ombudsman program.

Basic Principles

- There are 60 complaint codes.
- Choose the one code which best fits the problem.
- Use the **NORS, Table 2: Complaint codes and definitions** document for all the complaint codes, examples, and reporting tips.

Basic Principles

Abuse, Gross Neglect, Exploitation Complaints – Code A

- Use the applicable perpetrator code.
 - (1) facility staff, (2) another resident, (3) resident representative, family, or friend, or (99) other (See Table 1, Part B and Table 2).
- A perpetrator is the person(s) who appears to have caused the abuse, gross neglect, or exploitation.
- There may be multiple perpetrators for each complaint.
- If the Ombudsman program and another agency (i.e., state survey agency, APS) are both actively involved in complaint investigation and resolution, it still counts as an Ombudsman program case.

Perpetrator Code for Code A Complaints

- Selection of a perpetrator code will:
 - provide the Administration for Community Living (ACL) and state Ombudsman programs with a better understanding of the types of abuse, neglect, and exploitation in the context of who is the suspected perpetrator.
- Reminder:
 - NORs does not ask for any personally identifiable information, i.e., the names of any perpetrator.

Complaint Codes

CODES	TYPE OF COMPLAINT
A	Abuse, Gross Neglect, Exploitation , is for complaints of <i>willful</i> mistreatment of residents. Indicate who appears to be the cause of the abuse, neglect, or exploitation: (1) facility staff, (2) another resident, (3) resident representative, family, or friend, or (99) other (See Table 1, Part B ²).
B, C, D, E, F, G, H, I, J	Complaints <i>against the facility</i> .
K	Not against the facility. Complaints involving decisions, policies, actions or inactions by the programs and agencies listed in the code definitions, including private and public benefits.
L	Not against the facility. Complaints <i>against others</i> , such as an outside provider or family conflict.

NORS Table 2: Complaint Codes and Definitions

- Table 2 has complaint codes, definitions, examples, and reporting tips
[https://ltcombudsman.org/uploads/files/support/NORS Table 2 Complaint Code 10-31-2024.pdf](https://ltcombudsman.org/uploads/files/support/NORS_Table_2_Complaint_Code_10-31-2024.pdf)
- Use Table 2 for coding complaints and to complete the Part II and Beyond the Basics Quizzes

Table 2 – Complaint Codes and Definitions

Administration for Community Living/Administration on Aging- Office of Long-Term Care Ombudsman Programs

National Ombudsman Reporting System (NORS)
Table 2: Complaint codes and definitions

OMB Control Number 0985-0005
Expiration Date: 10/31/2024

Complaint: an expression of dissatisfaction or concern brought to, or initiated by, the Ombudsman program which requires Ombudsman program investigation and resolution on behalf of one or more residents of a long-term care facility.

Abuse, Gross Neglect, Exploitation (Code A)

Use this section for serious complaints of willful mistreatment of residents by facility staff, resident representative/ family/friend, other residents or an outside individual. Indicate who appears to be the cause of the abuse, neglect or exploitation: (1) Facility staff, (2) another resident (3) resident representative, family, friend or (99) other.

Label	Code	Definition	Examples and Reporting Tips
Abuse: physical	A01	The intentional use of physical force that results in acute or chronic illness, bodily injury, physical pain, functional impairment, distress, or death.	Includes hitting, slapping, and pinching, kicking, etc. and/or controlling behavior through corporal punishment.
Abuse: sexual	A02	Forced and/or unwanted sexual interaction (touching and non-touching acts) of any kind.	Includes, but not limited to unwanted or inappropriate touching, sexual coercion, sexually explicit photographing, and sexual harassment. Sexual harassment includes any form of unwanted sexual attention (e.g., sexual advances, suggestions, requests or threats) that is deemed inappropriate, offensive, intimidating or humiliating. Harassment includes contact and non-contact acts.

Table 2 – Complaint Codes and Definitions

Label	Code	Definition	Examples and Reporting Tips
Abuse: psychological	A03	<p>The infliction of anguish, pain, or distress through verbal or nonverbal acts. This includes but is not limited to verbal assaults, insults, threats, intimidation, humiliation, and harassment.</p>	<p>Includes, but is not limited to: oral, written or gestured language that willfully includes disparaging and derogatory terms used against residents regardless of their ability to comprehend; humiliation; bullying; harassment; threats of punishment or deprivation; and involuntary seclusion, which is the separation of a resident from other residents or from his/her room against the resident's will.</p> <p>It also includes abuse that is facilitated or caused by the taking or using photographs or recordings in any manner that would demean or humiliate a resident; posting these photos on social media networks, or sending these photos through multimedia messages.</p> <p>Use D03 (Dignity and respect) for less severe forms of staff rudeness or insensitivity.</p> <p>Use F02 (Response to requests for assistance) if staff is unavailable, unresponsive to residents.</p>



COMPLAINT CODE CATEGORIES

A Codes – Abuse, Gross Neglect, Exploitation

- Use the A codes for complaints of abuse, gross neglect, and exploitation.
- Identify a perpetrator for each of the A code complaints.
 - (1) facility staff, (2) another resident, (3) resident representative, family, or friend, or (99) other (See Table 1, Part B).
- Five A codes, A01 – A05

B Codes – Access to Information

- Use this category for complaints against the facility regarding access to information made by or on behalf of the resident.
- Use for willful interference with Ombudsman duties.
- Three B codes, B01 – B03

C Codes – Admission, Transfer, Discharge, Eviction

- Use this category for complaints against the facility involving issues regarding admission, transfer, discharge, and/or eviction.
- Four C codes, C01 – C04.

D Codes – Autonomy, Choice, Rights

- Use this category for complaints involving facility staff failure to honor and promote a resident's right or preferences.
- Nine D codes, D01 – D09.

E Codes – Financial, Property

- Use this category for complaints involving facility staff mismanagement of residents' funds and property or billing problems.
- Two E codes, E01 – E02.

F Codes - Care

- Use this category for any complaint involving facility staff failure to provide care including poor quality care, planning and delivery.
- Thirteen F codes, F01 – F13.

G Codes – Activities, Community Integration, and Social Services

- Use this category for any complaint involving activities, community integration or social services.
- Four G codes, G01 – G04.

H Codes - Dietary

- Use this category for complaints regarding food service, assistance.
- Three H codes, H01 – H03.

I Codes - Environmental

- Use this category for complaints involving the physical environment of the facility, including the resident's space.
- Five I codes, I01 – I05.

J Codes – Facility Policies, Procedures, and Practices

- Use this category for acts of commission or omission by facility leadership/owners including administrators, resident managers, etc.
- Three J codes, J01 – J03.

K Codes – Complaints about an Outside Agency (non-facility)

- Use this category for complaints involving decisions, policies, actions or inactions by the programs and agencies, including private and public benefits.
- Six K codes, K01 – K06.

L Codes – System: Others (non-facility)

- Use this category for complaints involving decisions, policies, actions or inactions by systems other than the facility or the programs or agencies included in code K.
- Three L codes, L01 – L03.

PART II QUIZ

Part II – Complaint Coding Quiz Directions

- Get out your copy of *NORS, Table 2: Complaint codes and definitions*.
- Review the *Examples and Reporting Tips* column of *Table 2, Complaint codes and definitions* for additional clarification about the codes.
- Select the one complaint code that best describes the scenario.
- For purposes of this training, **assume that the resident gives consent to investigate if not otherwise indicated.**

A Codes – Abuse, Gross Neglect, Exploitation

- Use the A codes for complaints of abuse, gross neglect, and exploitation.
- Identify a perpetrator for each of the A code complaints.
 - (1) facility staff, (2) another resident, (3) resident representative, family, or friend, or (99) other (See Table 1, Part B).
- There are 5 A codes, A01 – A05

Part II Quiz – (A) Codes

5) A resident cries as she tells you that staff took her photo when she was in the bathroom and said they would post it online if she doesn't quit pushing her call bell.

Part II Quiz – (A) Codes

Choose the complaint code:

1. A01 Abuse: Physical
2. A02 Abuse: Sexual
3. A03 Abuse: Psychological
4. A04 Financial Exploitation
5. A05 Gross Neglect

Part II Quiz – (A) Codes

Choose the complaint code:

1. A01 Abuse: Physical
2. A02 Abuse: Sexual
3. A03 Abuse: Psychological
4. A04 Financial Exploitation
5. A05 Gross Neglect

Part II Quiz – (A) Codes

Who is the suspected perpetrator?

Choose the perpetrator code:

- 1 01 Facility Staff
- 2 02 Another Resident
- 3 03 Family, Resident Representative, Friend
- 4 99 Other

Part II Quiz – (A) Codes

Who is the suspected perpetrator?

Choose the perpetrator code:

- 1 01 Facility Staff
- 2 02 Another Resident
- 3 03 Family, Resident Representative, Friend
- 4 99 Other

Code A Quiz Section Answers

1. A04 Family, resident representative, friend
2. A01 Another resident
3. A05 Facility staff
4. A02 Facility staff
5. A03 Facility staff

B Codes – Access to Information

- Use this category for complaints against the facility regarding access to information made by or on behalf of the resident.
- Use for willful interference with Ombudsman duties.
- There are 3 B codes, B01 – B03

Part II Quiz – (B) Codes

2) The resident's representative and daughter says that the facility keeps putting off her request to see her mother's medical records.

Part II Quiz – (B) Codes

Choose the complaint code:

1. B01 Access to information and records
2. B02 Language and communication barriers
3. B03 Willful interference

Part II Quiz – (B) Codes

Choose the complaint code:

1. B01 Access to information and records
2. B02 Language and communication barriers
3. B03 Willful interference

Part II Quiz – (B) Codes

3) The residential care facility did not give the resident information on residents' rights when he moved into the residence.

Part II Quiz – (B) Codes

Choose the complaint code:

1. B01 Access to information and records
2. B02 Language and communication barriers
3. B03 Willful interference

Part II Quiz – (B) Codes

Choose the complaint code:

1. B01 Access to information and records
2. B02 Language and communication barriers
3. B03 Willful interference

Code B Quiz Section Answers

1. B03 Willful interference
2. B01 Access to information and records
3. B01 Access to information and records
4. B02 Language and communication barriers

C Codes – Admission, Transfer, Discharge, Eviction

- Use this category for complaints against the facility involving issues regarding admission, transfer, discharge, and/or eviction.
- There are 4 C codes, C01 – C04.

Part II Quiz – (C) Codes

4) When a resident moved into the residential care community, the home required her to sign a document stating that she would have to move out immediately if she is not approved for the State's home and community-based services program. The state has a 30-day discharge notice requirement regardless of payment source or length of time in the facility.

Part II Quiz – (C) Codes

Choose the complaint code:

1. C01 Admission
2. C02 Appeal process
3. C03 Discharge or eviction
4. C04 Room issues

Part II Quiz – (C) Codes

Choose the complaint code:

1. C01 Admission
2. C02 Appeal process
3. C03 Discharge or eviction
4. C04 Room issues

Code C Quiz Section Answers

1. C04 Room Issues
2. C03 Discharge or eviction
3. C02 Appeal process
4. C01 Admission

D Codes – Autonomy, Choice, Rights

- Use this category for complaints involving facility staff failure to honor and promote a resident's right or preferences.
- There are 9 D codes, D01 – D09.

Part II Quiz – (D) Codes

6) Residents have made several reports to the nursing home administrator that there are ants in residents' bedrooms, but nothing appears to have been done about it. They are unhappy that the administrator is unresponsive.

Part II Quiz – (D) Codes

Choose the complaint code:

1. D01 Choice in health care
2. D02 Live in less restrictive setting
3. D03 Dignity and respect
4. D04 Privacy
5. D05 Response to complaints

Part II Quiz – (D) Codes

Choose the complaint code:

1. D01 Choice in health care
2. D02 Live in less restrictive setting
3. D03 Dignity and respect
4. D04 Privacy
5. D05 Response to complaints

Part II Quiz – (D) Codes

9) A resident says she wants to move out of the nursing facility into an apartment. The facility staff tells her that she is not ready to do that and will not tell the resident who can help her with such a move. The resident has been asking to talk with someone about moving for six months.

Part II Quiz – (D) Codes

Choose the complaint code:

1. D01 Choice in health care
2. D02 Live in less restrictive setting
3. D03 Dignity and respect
4. D04 Privacy
5. D05 Response to complaints

Part II Quiz – (D) Codes

Choose the complaint code:

1. D01 Choice in health care
2. D02 Live in less restrictive setting
3. D03 Dignity and respect
4. D04 Privacy
5. D05 Response to complaints

Code D Quiz Section Answers

1. D06 Retaliation
2. D04 Privacy
3. D03 Dignity and respect
4. D09 Other rights and preferences
5. D09 Other rights and preferences
6. D05 Response to complaints
7. D07 Visitors
8. D08 Resident or family council
9. D02 Live in less restrictive setting

E Codes – Financial, Property

- Use this category for complaints involving facility staff mismanagement of residents' funds and property or billing problems.
- There are 2 E codes, E01 – E02.

Part II Quiz – (E) Codes

1) The home will not give a resident his personal needs allowance when he wants some money because they say he spends it all in the first week of the month.

Part II Quiz – (E) Codes

Choose the complaint code:

1. E01 Billing and Charges
2. E02 Personal Property

Part II Quiz – (E) Codes

Choose the complaint code:

1. E01 Billing and Charges
2. E02 Personal Property

Code E Quiz Section Answers

1. E02 Personal property
2. E01 Billing and charges

F Codes - Care

- Use this category for any complaint involving facility staff failure to provide care including poor quality care, planning and delivery.
- There are 13 F codes, F01 – F13.

Part II Quiz – (F) Codes

7) A resident has not been able to straighten out his legs ever since the nursing facility staff stopped assisting him into his wheelchair each day.

Part II Quiz – (F) Codes

Choose the complaint code:

1. F08 Incontinence care
2. F09 Assistive devices or equipment
3. F10 Rehabilitation services
4. F11 Physical restraint
5. F12 Chemical restraint

Part II Quiz – (F) Codes

Choose the complaint code:

1. F08 Incontinence care
2. F09 Assistive devices or equipment
3. F10 Rehabilitation services
4. F11 Physical restraint
5. F12 Chemical restraint

Part II Quiz – (F) Codes

9) A resident was not sent to the hospital for x-rays after falling in the dining room, although she complained several times that her wrist was hurting and asked the nurse to send her to the emergency room.

Part II Quiz – (F) Codes

Choose the complaint code:

1. F03 Care planning
2. F04 Medications
3. F05 Personal hygiene
4. F06 Access to health-related services
5. F07 Symptoms unattended

Part II Quiz – (F) Codes

Choose the complaint code:

1. F03 Care planning
2. F04 Medications
3. F05 Personal hygiene
4. F06 Access to health-related services
5. F07 Symptoms unattended

Code F Quiz Section Answers

1. F05 Personal hygiene
2. F03 Care planning
3. F01 Accidents and Falls
4. F02 Response to requests for assistance
5. F04 Medications
6. F08 Incontinence care
7. F10 Rehabilitation services
8. F09 Assistive devices or equipment
9. F06 Access to health-related services
10. F11 Physical restraint
11. F12 Chemical restraint
12. F07 Symptoms unattended
13. F13 Infection control

G Codes – Activities, Community Integration, and Social Services

- Use this category for any complaint involving activities, community integration or social services.
- There are 4 G codes, G01 – G04.

Part II Quiz – (G) Codes

3) A resident's daughter has died. The resident asked the social worker for assistance to arrange a time and a room to meet with her family, but nothing was arranged.


Part II Quiz – (G) Codes

Choose the complaint code:

1. G01 Activities
2. G02 Transportation
3. G03 Conflict resolution
4. G04 Social services

Part II Quiz – (G) Codes

Choose the complaint code:

1. G01 Activities
 2. G02 Transportation
 3. G03 Conflict resolution
 4. G04 Social services
- 

Code G Quiz Section Answers

1. G02 Transportation
2. G01 Activities
3. G04 Social services
4. G03 Conflict resolution

H Codes - Dietary

- Use this category for complaints regarding food service, assistance.
- There are 3 H codes, H01 – H03.

Part II Quiz – (H) Codes

1) Several residents are observed in the dining room not being assisted with opening their food packaging, cutting their food, and seasoning their food.

Part II Quiz – (H) Codes

Choose the complaint code:

1. H01 Food service
2. H02 Dining and hydration
3. H03 Therapeutic or special diet

Part II Quiz – (H) Codes

Choose the complaint code:

1. H01 Food service
2. H02 Dining and hydration
3. H03 Therapeutic or special diet

Code H Quiz Section Answers

1. H02 Dining and hydration
2. H01 Food services
3. H03 Therapeutic or special diet

I Codes - Environmental

- Use this category for complaints involving the physical environment of the facility, including the resident's space.
- There are 5 I codes, I01 – I05.

Part II Quiz – (I) Codes

3) The main entrance has steps up to the porch and does not have a wheelchair ramp.

Part II Quiz – (I) Codes

Choose the complaint code:

1. I01 Environment
2. I02 Building structure
3. I03 Supplies, storage and furnishings
4. I04 Accessibility
5. I05 Housekeeping, laundry and pest abatement

Part II Quiz – (I) Codes

Choose the complaint code:

1. I01 Environment
2. I02 Building structure
3. I03 Supplies, storage and furnishings
4. I04 Accessibility
5. I05 Housekeeping, laundry and pest abatement

Part II Quiz – (I) Codes

5) There is no soap or toilet paper in the bathrooms because the residential care community provider wants to control the amount of supplies used.

Part II Quiz – (I) Codes

Choose the complaint code:

1. I01 Environment
2. I02 Building structure
3. I03 Supplies, storage and furnishings
4. I04 Accessibility
5. I05 Housekeeping, laundry and pest abatement

Part II Quiz – (I) Codes

Choose the complaint code:

1. I01 Environment
2. I02 Building structure
3. I03 Supplies, storage and furnishings
4. I04 Accessibility
5. I05 Housekeeping, laundry and pest abatement

Code I Quiz Section Answers

1. I01 Environment
2. I05 Housekeeping, laundry and pest abatement
3. I04 Accessibility
4. I02 Building structure
5. I03 Supplies, storage and furnishings

J Codes – Facility Policies, Procedures, and Practices

- Use this category for acts of commission or omission by facility leadership/owners including administrators, resident managers, etc.
- There are 3 J codes, J01 – J03.

Part II Quiz – (J) Codes

1) Staff did not report suspected abuse because they did not want to lose their jobs.

Part II Quiz – (J) Codes

Choose the complaint code:

1. J01 Administrative oversight
2. J02 Fiscal management
3. J03 Staffing

Part II Quiz – (J) Codes

Choose the complaint code:

1. J01 Administrative oversight
2. J02 Fiscal management
3. J03 Staffing

Part II Quiz – (J) Codes

3) Residents cannot go to bed when requested because the staff is busy assisting other residents.

Part II Quiz – (J) Codes

Choose the complaint code:

1. J01 Administrative oversight
2. J02 Fiscal management
3. J03 Staffing

Part II Quiz – (J) Codes

Choose the complaint code:

1. J01 Administrative oversight
2. J02 Fiscal management
3. J03 Staffing

Code J Quiz Section Answers

1. J01 Administrative oversight
2. J02 Fiscal management
3. J03 Staffing
4. J01 Administrative oversight

K Codes – Complaints about an Outside Agency (non-facility)

- Use this category for complaints involving decisions, policies, actions or inactions by the programs and agencies, including private and public benefits.
- There are 6 K codes, K01 – K06.

Part II Quiz – (K) Codes

1) Families are upset because the Medicaid agency deemed residents ineligible for Medicaid after incorrectly calculating part of their Veteran's pension in their monthly income.

Part II Quiz – (K) Codes

Choose the complaint code:

1. K01 Regulatory system
2. K02 Medicaid
3. K03 Managed care
4. K04 Medicare
5. K05 Veterans Affairs

Part II Quiz – (K) Codes

Choose the complaint code:

1. K01 Regulatory system
2. K02 Medicaid
3. K03 Managed care
4. K04 Medicare
5. K05 Veterans Affairs

Part II Quiz – (K) Codes

2) The Ombudsman program referred a discharge complaint to the survey agency and requested that it have a high priority, fast response. The state survey agency was not able to conduct a timely investigation, stating that they did not have staff capacity.

Part II Quiz – (K) Codes

Choose the complaint code:

1. K01 Regulatory system
2. K02 Medicaid
3. K03 Managed care
4. K04 Medicare
5. K05 Veterans Affairs

Part II Quiz – (K) Codes

Choose the complaint code:

1. K01 Regulatory system
2. K02 Medicaid
3. K03 Managed care
4. K04 Medicare
5. K05 Veterans Affairs

Code K Quiz Section Answers

1. K02 Medicaid
2. K01 Regulatory system
3. K06 Private insurance
4. K05 Veterans Affairs
5. K03 Managed care
6. K04 Medicare

L Codes – System: Others (non-facility)

- Use this category for complaints involving decisions, policies, actions or inactions by systems other than the facility or the programs or agencies included in code K.
- There are 3 L codes, L01 – L03.

Part II Quiz – (L) Codes

1) A nursing facility resident would like to revoke the guardianship ordered during his illness.

Part II Quiz – (L) Codes

Choose the complaint code:

1. L01 Resident representative or family conflict
2. L02 Services from outside provider
3. L03 Request to transition to community setting

Part II Quiz – (L) Codes

Choose the complaint code:

1. L01 Resident representative or family conflict
2. L02 Services from outside provider
3. L03 Request to transition to community setting

Part II Quiz – (L) Codes

2) A nursing facility resident wants to move into his own apartment. He complains that the agency worker who met with him said that the services he needs would not be available. There is a long waiting list for those services.

Part II Quiz – (L) Codes

Choose the complaint code:

1. L01 Resident representative or family conflict
2. L02 Services from outside provider
3. L03 Request to transition to community setting

Part II Quiz – (L) Codes

Choose the complaint code:

1. L01 Resident representative or family conflict
2. L02 Services from outside provider
3. L03 Request to transition to community setting

Code L Quiz Section Answers

1. L01 Resident representative or family conflict
2. L03 Request to transition to community setting
3. L02 Services from outside provider

QUESTIONS?

NORS Instructions, Training, and Materials

https://ltcombudsman.org/omb_support/nors

The screenshot shows the website interface for the National Ombudsman Reporting System (NORS). At the top, there is a green navigation bar with the text "National Consumer Voice" on the left, "State Ombudsman Login" in a dark button, social media icons for Facebook and Twitter, "Shop Our Store" in a dark button, and a search bar on the right. Below this is a light green secondary navigation bar with links for Home, News, About, New ombudsman?, Library, Events, Support (highlighted), and Issues.

Below the navigation is a dark blue banner for "The National Long-Term Care Ombudsman Resource Center" with the logo on the left. To the right of the banner, it says "Specialized Information for:" followed by three light green buttons: "Nursing Homes", "Assisted Living/Board & Care", and "Home and Community Based Services".

The main content area is divided into a left sidebar and a main right section. The sidebar has a white background with a blue vertical bar on the left. It contains a list of menu items: "COVID-19", "NORC Webinars", "NORC Notes", "National Ombudsman Reporting System - (NORS)" (highlighted with a blue bar), "NORS Data", "NORS FAQs", "NORS Training", and "NORS FAQ and TA Open Dialogue Webinars".

The main right section has a white background. It features the title "National Ombudsman Reporting System (NORS)" in blue. Below the title is a paragraph of text: "Ombudsman programs report their activities such as facility visits, complaints received and investigated, information and assistance provided, and community education to the Administration for Community Living (ACL)/Administration on Aging (AoA) to be summarized in the National Ombudsman Reporting System (NORS). NORS data is available on the ACL AGing, Independence, and Disability (AGID) Program Data Portal [here](#) and on the NORC [website](#)." Below this paragraph is a red text note: "NOTE: The materials with UPDATED next to them were revised in December 2021. Use these versions for training, the links have changed." Underneath the note is the sub-section title "The Basics – What You Must Know" in blue. At the bottom of this section is a bullet point: "• [Table 1: NORS Parts A, B and C - Case and complaint codes, values, and definitions - UPDATED](#)".



The National **Long-Term Care** **Ombudsman** Resource Center

Connect with us:

www.ltcombudsman.org

ombudcenter@theconsumervoice.org



The National LTC Ombudsman Resource Center



@LTCombudcenter



Get our app! Search for "LTC Ombudsman Resource Center" in the Apple Store or Google Play

This project was supported, in part, by grant number 900MRC0002-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.