



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

National Ombudsman Reporting System (NORS) Training Part IV

Ombudsman Program Activities

Agenda

- Part IV Training Materials
 - Part IV Basic Principles
 - Quiz
 - Quiz Answer Sheet
- Quiz Activity
- Questions and Answers
- Resources

NORS Training Part IV: *Ombudsman Program Activities*

The three documents for the Part IV NORS training materials are:

- Basic Principles
- Quiz
- Quiz Answer Sheet

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

NOTE: The NORS codes and definitions used in these materials are taken from the ACL tables 1-3 and are not to be modified.

NORS Training Part IV: Basic Principles

Most of the data elements for the State Program Information in the ACL Table 3: State Program Information is compiled and written by the Office of the State Ombudsman



NORS Training Part IV: Basic Principles

NORS does not capture all program activities. States may choose to collect additional data on training, facility visits, survey participation, participation in resident and family councils, and community education.



Basic Principles - Training

The Office of State Long-Term Care Ombudsman will report the following data elements for training provided to representatives annually.

- **Certification Training Hours:** The total hours of training required for an individual (paid or volunteer) to achieve certification which allows an individual to be eligible for designation as a representative of the Office of State LTC Ombudsman.
- **Continuing Education:** The annual number of hours of in-service hours required for all representatives of the Office to maintain designation.
- **Individuals Completing Certification Training:** The total number of individuals (paid or volunteer) completing certification training within the federal fiscal year.

Basic Principles - Training

- **Training for Facility Staff by Ombudsmen**

- Report the number of sessions conducted, and
- the type of facility (nursing facility or residential care community) based on the facility affiliation of most of the participants for each session.

- **In-Person Training**

- Report each training instance as a separate session even if repeated at the same facility, such as at different shifts, or when repeated at a conference.

- **Examples:**

- The program provided an abuse prevention training to the morning and evening shift at a nursing home this equals two sessions.
- The program provided morning and afternoon residents' rights training at an assisted living provider conference over two days. This equals four sessions.

Basic Principles - Training

- **Distance Learning (webinar, online courses, conference calls)**

- To report distance learning there must be a way to track that participants completed the training and their facility affiliation.
- Regardless of the number of attendees, a distance learning training program that tracks completion numbers and facility affiliation counts as one session. If an Ombudsman program offers distance learning on a variety of topics, each training topic at least one person completes counts as one session.

- **Example:**

- There are two online training programs on residents' rights, one is for nursing facilities and the other is for residential care communities. The content of each is specific to the facility type. Therefore, the state will report two sessions in NORs, one under each facility type, provided at least one person completed each online training program.

Basic Principles – Facility Visits

- **Number of facilities visited regardless of the purpose (complaint or non-complaint).**
 - **Definition:** Total number of nursing facilities or residential care community facilities that received at least one visit by a representative of the Office during the reporting year, regardless of the purpose of the visit.
- **The total number of all visits.**
 - **Definition:** Total number of nursing facility and residential care community facility visits no matter the purpose of visit (complaint or non-complaint related) by representatives of the Office.
- **Number of facilities that had routine access.**
 - **Definition:** Total number of nursing facilities and residential care community facilities visited, not in response to a complaint, in all four quarters by representatives of the Office.

Basic Principles – Survey Participation

- Report each distinct type of survey activity as one instance by facility type.
 - **Definition:** Report the total number of instances of survey activity by representatives of the Office.
 - **Example:** Include participation in both standard surveys and complaint surveys.
- You may have more than one survey participation activity associated with one survey in one facility.
 - **Example:** A surveyor calls you prior to entering the building, and you provide information about your observations during your visits and the type of complaints you've handled. You also attend the exit survey. This would count as two instances of survey participation.

Basic Principles – Resident Council and Family Council Participation

- Report each distinct type of resident or family council participation as one instance by facility type. Participation includes meeting with council leadership, training the council, and/or attending a council meeting.
- **Tips**
 - If technical support, consultation, or resource information is provided to a resident council or family council outside of a council meeting, report that activity as an information and assistance activity (S-55).
 - If two Ombudsmen attend the same resident or family council meeting that participation should be reported as one instance.

Basic Principles – Community Education

- Report each instance of community education outreach sessions by Ombudsmen.
- **Tips**
 - The number of individuals attending the community education event is not collected in NORS.
 - Use for attendance at health fairs, community events, general presentations, etc.
 - If a community education session is provided by distance learning (such as a webinar, on-demand course, or conference call) there must be a way to track that participants completed the session in order to report it as a session in NORS.
 - Newsletters, blogs, and other forms of media do not count as community education.
 - If two Ombudsmen participate in the same community education event, it counts as one instance.

Part IV Quiz Directions

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

National Ombudsman Reporting System (NORS) OMB Control Number 0985-0005
 Table 3: State Program Information Expiration Date: 04/30/2021

State Program Data Elements

States will submit a wide range of elements describing their statewide Ombudsman program grouped into a range of categories. Each of these sets of elements is presented in the subsections below.

Part A-Complaint Example
 States will submit complaint example data that provide narrative description and disposition information regarding two to three closed complaints during the reporting period.

Composite Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
Complaint Example	Provides information regarding two to three complaints during the reporting period.	Multiple	Composite data element subsuming element numbers S01-S06	Not Applicable (NA) (not a coded element)	Selection of complaint examples is at the State Ombudsman's discretion.

Elements included for each case example:

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-01	Facility or Setting	Type of Facility or setting for the complaint.	Single per complaint example	Alphanumeric	See Table 1, CA-04	Select one example from a nursing facility, and one from a residential care community facility. A third example is optional.
S-02						
S-03						

- Refer to ***NORS, Table 3 State Program Information, Part H***, as a reference for the definitions of terms, the codes and values, and examples and reporting tips, to answer the quiz questions.

Part H: Ombudsman Program Activity Data Elements

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-48	Certification training hours	Total hours of training required for an individual (paid or volunteer) to achieve certification which allows an individual to be eligible for designation as a representative of the Office of State LTC Ombudsman.	Single	Numeric	NA (not a coded element)	If a state has various levels of training based on volunteer or paid status, select the minimum number of training hours required to perform the duties as a representative of the Office. It must be a whole number.
S-49	Continuing education	Annual number of hours of in-service training required for all representatives of the Office.	Single	Numeric	NA (not a coded element)	If a state has various levels of continuing education requirements based on volunteer or paid status, select the minimum number of continuing education hours required to maintain ability to perform the duties as a representative of the Office. It must be a whole number.
S-50	Number of individuals completing certification training	Total number of individuals (paid or volunteer) completing certification training within the federal fiscal year.	Single	Numeric	NA (not a coded element)	Report number of individuals who completed training even if they have not started fulfilling the duties of a representative of the Office. It must be a whole number.

- This Quiz covers sections S-51 through S-68.

TRAINING FOR FACILITY STAFF

Codes S-51 and S-52 (ACL NORs Table 3)

Scenario 1 - Example

You conduct an in-service training at a nursing facility in your area. To make the training available to all staff, you present the training at two different times during the day.

The audience is nursing facility staff.

Two Sessions are documented.

Scenario 2

You conduct a training for staff in a residential care community. Another residential care community requests the same training program, and you conduct the session for that community. **The audience is residential care community staff.**

Question: How many sessions?

- 1) 1 session
- 2) 2 sessions

Scenario 2 - Answer

You conduct a training for staff in a residential care community. Another residential care community requests the same training program and you conduct the session for that community. **The audience is residential care community staff.**

Question: How many sessions?

- 1) 1 session
- 2) 2 sessions

Scenario 3

Your local Ombudsman program developed a web-based, on-demand training on residents' rights for facility staff that tracks information about each person who completes the course. When you review the information report on the course, you see that some of the training was viewed by 100 people. By the end of the year, 50 people completed the entire course. More than half of the individuals who completed the course were nursing facility staff. **The audience is nursing facility staff.**

Question: How many sessions?

- 1) 1
- 2) 100
- 3) 50

Scenario 3 - Answer

Your local Ombudsman program developed a web-based, on-demand training on residents' rights for facility staff that tracks information about each person who completes the course. When you review the information report on the course, you see that some of the training was viewed by 100 people. By the end of the year, 50 people completed the entire course. More than half of the individuals who completed the course were nursing facility staff. **The audience is nursing facility staff.**

Question: How many sessions?

- 1) 1
- 2) 100
- 3) 50

Scenario 4

Your local Ombudsman program creates an abuse reporting training and offers it as a web-based training on the program's website. No registration is required. You can see a report of the number of times the abuse reporting training page is viewed but no other user data is available. **The audience is Unknown.**

Question: How many sessions?

- 1) 1 session
- 2) 0 sessions

Scenario 4 - Answer

Your local Ombudsman program creates an abuse reporting training and offers it as a web-based training on the program's website. No registration is required. You can see a report of the number of times the abuse reporting training page is viewed but no other user data is available. **The audience is Unknown.**

Question: How many sessions?

- 1) 1 session
- 2) 0 sessions

INFORMATION AND ASSISTANCE

Codes S-53 through S-55 (ACL NORs Table 3)

Scenario 5

Mrs. Petro emails the Ombudsman program asking for information regarding a nursing home care plan conference for her husband. You respond and attach information about how to prepare for a care plan conference. A couple of days later, Mrs. Petro emails you with another request asking how to learn what the current care plan says and how to get the home to include her ideas in a new plan. You respond with detailed answers to Mrs. Petro's questions and include links to specific resources.

Question: How many information and assistance (I&A) instances?

- 1) It's a complaint
- 2) 1 I&A
- 3) 2 I&A

Scenario 5 - Answer

Mrs. Petro emails the Ombudsman program asking for information regarding a nursing home care plan conference for her husband. You respond and attach information about how to prepare for a care plan conference. A couple of days later, Mrs. Petro emails you with another request asking how to learn what the current care plan says and how to get the home to include her ideas in a new plan. You respond with detailed answers to Mrs. Petro's questions and include links to specific resources.

Question: How many information and assistance (I&A) instances?

- 1) It's a complaint
- 2) 1 I&A
- 3) **2 I&A**

Scenario 6

Kathy Perez, the social worker at Peaceful Acres Assisted Living, calls you asking for a residents' rights poster and tips on how to keep residents informed of their rights. You share a few tips over the phone. That day, you mail the poster to the facility address. Later, you remember a resource list of ideas related to keeping residents informed of their rights and you send that resource to Kathy. **This counts as one information and assistance instance.**

Question: What type of facility?

- 1) Nursing facility**
- 2) Residential care community**
- 3) Board and care**

Scenario 6 - Answer

Kathy Perez, the social worker at Peaceful Acres Assisted Living, calls you asking for a residents' rights poster and tips on how to keep residents informed of their rights. You share a few tips over the phone. That day, you mail the poster to the facility address. Later, you remember a resource list of ideas related to keeping residents informed of their rights and you send that resource to Kathy. **This counts as one information and assistance instance.**

Question: What type of facility?

- 1) Nursing facility
- 2) Residential care community
- 3) Board and care

OMBUDSMAN VISITS

Codes S-57, S-58, S-60, and S-61 (ACL NORs Table 3)

For these scenarios...

- Assume all visits in each scenario are to the same facility.
- Document all visits by the type of facility: nursing facility or residential care community.
- Visits may be associated with additional activities also documented as NORS codes such as complaint investigation, information and assistance, resident council participation, or family council participation.

Scenario 7 - Example

You make one visit to a facility in response to three complaints.

This would be recorded as one visit related to complaints.

Scenario 8

You make one visit to a facility to visit residents to provide them with access to the Ombudsman program. **This visit was not related to a complaint.**

Question: How many visit(s) would be recorded?

- 1) 110 visits
- 2) 11 visits
- 3) 1 visit

Scenario 8 - Answer

You make one visit to a facility to visit residents to provide them with access to the Ombudsman program. **This visit was not related to a complaint.**

Question: How many visit(s) would be recorded?

- 1) 110 visits
- 2) 11 visits
- 3) 1 visit

Scenario 9

You visit a facility to follow-up on a complaint. While you are there, you visit other residents and observe interactions between residents and staff that are not related to the complaint. **Record as one visit to the facility.**

Question: Is the visit complaint related?

- 1) Yes
- 2) No

Scenario 9 - Answer

You visit a facility to follow-up on a complaint. While you are there, you visit other residents and observe interactions between residents and staff that are not related to the complaint. **Record as one visit to the facility.**

Question: Is the visit complaint related?

1) Yes

2) **No**

Scenario 10

You visit a facility because you know there is a new administrator and the facility is due for a routine visit. You speak with several residents and some staff members. While speaking with a resident she shares a complaint and asks for your assistance in addressing it with staff. **This is recorded as one facility visit.**

Question: Is the visit complaint related?

- 1) Yes
- 2) No

Scenario 10 - Answer

You visit a facility because you know there is a new administrator and the facility is due for a routine visit. You speak with several residents and some staff members. While speaking with a resident she shares a complaint and asks for your assistance in addressing it with staff. **This is recorded as one facility visit.**

Question: Is the visit complaint related?

1) Yes

2) No

Scenario 11

You and another Ombudsman visit a facility together after a family member asks you to help resolve a problem with her mother's care. **This is a complaint related visit.**

Question: How do you record the visit?

- 1) One visit**
- 2) Two visits**

Scenario 11 - Answer

You and another Ombudsman visit a facility together after a family member asks you to help resolve a problem with her mother's care. **This is a complaint related visit.**

Question: How do you record the visit?

- 1) One visit
- 2) Two visits

Scenario 12

You visit a facility to work on a complaint. Later that day, someone calls with a different complaint on the same facility. Another Ombudsman takes that complaint and makes a visit in the afternoon. **This is recorded as a complaint related visit.**

Question: How should visit(s) be recorded?

- 1) Two visits**
- 2) One visit**

Scenario 12 - Answer

You visit a facility to work on a complaint. Later that day, someone calls with a different complaint on the same facility. Another Ombudsman takes that complaint and makes a visit in the afternoon. **This is recorded as a complaint related visit.**

Question: How should visit(s) be recorded?

- 1) **Two visits**
- 2) **One visit**

Scenario 13

You stop at a facility and drop off residents' rights posters and brochures. You visit with several residents, including the Resident Council President, and she invites you to attend the Resident Council meeting that afternoon. Although you cannot attend the meeting, another Ombudsman goes to the meeting. **This is not a complaint related visit.**

Question: How many visit(s) are documented?

- 1) One visit**
- 2) Two visits**

Scenario 13 - Answer

You stop at a facility and drop off residents' rights posters and brochures. You visit with several residents, including the Resident Council President, and she invites you to attend the Resident Council meeting that afternoon. Although you cannot attend the meeting, another Ombudsman goes to the meeting. This is not a complaint related visit.

Question: How many visit(s) are documented?

1) One visit

2) Two visits

PARTICIPATION IN FACILITY SURVEY, RESIDENT COUNCIL, FAMILY COUNCIL

Codes S-62 through S-67 (ACL NORIS Table 3)

Scenario 14

You share pre-survey information with the assisted living surveyors and participate in the exit conference. **The facility type is residential care community.**

Question: How many survey activities should be documented?

- 1) Two activities**
- 2) One activity**

Scenario 14 - Answer

You share pre-survey information with the assisted living surveyors and participate in the exit conference. **The facility type is residential care community.**

Question: How many survey activities should be documented?

1) **Two activities**

2) **One activity**

Scenario 15

You participate in the exit conference for a survey at a nursing facility and several weeks later, you participate in the informal dispute resolution regarding the same facility. **The facility type is nursing facility.**

Question: How many survey activities?

- 1) One
- 2) Two

Scenario 15 - Answer

You participate in the exit conference for a survey at a nursing facility and several weeks later, you participate in the informal dispute resolution regarding the same facility. **The facility type is nursing facility.**

Question: How many survey activities?

1) One

2) **Two**

Scenario 16

The president of the resident council at Happy Acres Nursing Home asks you to join their meeting. Afterwards, the president asks you to provide training to their council leadership. You do that a week later. **The facility type is nursing facility.**

Question: How many resident council activities?

- 1) Two activities**
- 2) Three activities**

Scenario 16 - Answer

The president of the resident council at Happy Acres Nursing Home asks you to join their meeting. Afterwards, the president asks you to provide training to their council leadership. You do that a week later. **The facility type is nursing facility.**

Question: How many resident council activities?

- 1) **Two activities**
- 2) **Three activities**

Scenario 17

A family council is beginning to develop at a residential care community (RCC). One of the members invites you to their meeting as a resource and you attend. The next week, the newly elected president asks you to share resources to help the council's effectiveness. You send the president some information. Later that month, another RCC family council asks you to speak at their meeting and you do. **The facility type is residential care community.**

Question: How many family council activities?

- 1) Three
- 2) Two
- 3) One

Scenario 17 - Answer

A family council is beginning to develop at a residential care community (RCC). One of the members invites you to their meeting as a resource and you attend. The next week, the newly elected president asks you to share resources to help the council's effectiveness. You send the president some information. Later that month, another RCC family council asks you to speak at their meeting and you do. **The facility type is residential care community.**

Question: How many family council activities?

- 1) Three
- 2) **Two**
- 3) One

COMMUNITY EDUCATION SESSIONS

Code S-68 (ACL NORIS Table 3)

Scenario 18 - Example

You spend the morning staffing a booth during a health fair providing information about the Ombudsman program to 150 people. In the afternoon, you make a presentation on long-term care facilities and residents' rights at a senior center. Fifty people attended.

Two different community education sessions were conducted; this counts as two instances. The number of instances (or activities) is reported in NORs, not the number of individual contacts.

Scenario 19

You finish an article on the Ombudsman program for the Area Agency on Aging's (AAA) newsletter, post a few photos of the recent Ombudsman recognition ceremony on the Ombudsman program's Facebook account and tweet about it, and attend a caregivers' meeting to share information about the Ombudsman program. The AAA newsletter has a circulation of 1,000 addresses. You know it will take a few days to determine the reach of your social media posts.

Question: How many community education activities?

- 1) Five activities**
- 2) One activity**
- 3) Unknown**

Scenario 19 - Answer

You finish an article on the Ombudsman program for the Area Agency on Aging's (AAA) newsletter, post a few photos of the recent Ombudsman recognition ceremony on the Ombudsman program's Facebook account and tweet about it, and attend a caregivers' meeting to share information about the Ombudsman program. The AAA newsletter has a circulation of 1,000 addresses. You know it will take a few days to determine the reach of your social media posts.

Question: How many community education activities?

- 1) Five activities
- 2) **One activity**
- 3) Unknown

Scenario 20 - Example

The Ombudsman program has a web-based training program for consumers that tracks information about each person who completes the course throughout the year. When you review the information on attendees, there are 65 people who viewed part of the course and 30 who completed the entire course, including the quiz. **This is documented as one community education activity.**

QUESTIONS?

RESOURCES

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 another dark button, and a search bar on the right. Below this is a light green menu bar with links for Home, News, About, New ombudsman?, Library, Events, Support (highlighted), and Issues.

Below the menu bar, on the left, is the logo for "The National Long-Term Care Ombudsman Resource Center". To the right of the logo, it says "Specialized Information for:" followed by three 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 contains a list of links: "COVID-19", "NORC Webinars", "NORC Notes", "National Ombudsman Reporting System - (NORS)" (which is highlighted with a blue bar), and a list of sub-links under "National Ombudsman Reporting System - (NORS)": "NORS Data", "NORS FAQs", "NORS Training", and "NORS FAQ and TA Open Dialogue Webinars".

The main right section features the heading "National Ombudsman Reporting System (NORS)" in blue. Below the heading 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 the 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-heading "The Basics – What You Must Know" in blue. Below this sub-heading 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

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The National LTC Ombudsman Resource Center



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