



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

NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) Q&A

October 13, 2022

Housekeeping



- ▶ We are **recording** this call.
- ▶ Use the **chat feature** or **raise your hand** for comments or questions. Do not unmute until we call on you.
- ▶ Attend the call for at least 30 minutes and you will receive a **Certificate of Participation** (FAQs - https://ltcombudsman.org/omb_support/training/certificates).
- ▶ Please complete the **evaluation** questionnaire when the webinar is over.
- ▶ Links to **resources** will be posted in the chat box and will be posted to the NORC website – ltcombudsman.org.

Agenda

- ▶ NORS Basics, Updates, and Reminders
- ▶ **NEW** NORS FAQs
- ▶ Discussion and Questions
- ▶ Closing





NORS Basics, Updates, and Reminders

National Ombudsman Reporting System (NORS) *Basics*

- ▶ NORS is the uniform data collection and reporting system required for use by all State Long-Term Care Ombudsman programs.
- ▶ NORS was developed based on reporting requirements in the Older Americans Act and provides a way for programs to capture and report core program activities.
- ▶ NORS brings consistency in data collection and reporting nationally for the work of the Ombudsman Program.

NORS Training

- ▶ **Part I:** Case, Complaint, Complainant, and Information and Assistance
- ▶ **Part II:** Complaint Coding
- ▶ **Part III:** Verification, Disposition, Referral, and Closing Cases
- ▶ **Part IV:** Ombudsman Program Activities
- ▶ **Each Part:**
 - ▶ Basic Principles
 - ▶ Quiz
 - ▶ Quiz Answers
 - ▶ PowerPoints – **NEW!**


NORS Tables

- ▶ NORS training materials are based on ACL's NORS Tables
 - ▶ Table 1: Case and complaint codes, values, and definitions
 - ▶ Table 2: Complaint codes and definitions
 - ▶ Table 3: State Program Information
- ▶ Link to tables - https://ltcombudsman.org/omb_support/nors

NORS Tables – Key Updates

- ▶ Disposition code – (02) **No action needed or withdrawn** by the resident, resident representative or complainant
- ▶ Complaint code added – (F13) **Infection control**
- ▶ Administrative oversight (J01) – **“Includes problems with a facility planning and implementing an all hazards approach to disaster preparedness and response”**





**NEW NORS Frequently Asked
Questions (FAQs)**

“

How do I document when I provide training about Residents' Rights (or another topic) to a group of residents in a nursing facility that is not during an official Resident Council meeting?

NEW NORS FAQs

A – Not all residents participate in resident council meetings. However, **all residents are automatically considered part of a resident council [or “resident group” per federal nursing facility requirements, §483.10(f)(5)] just by residing in the long-term care facility.** Since all residents of a long-term care facility are automatically considered Resident Council members and you provided training to a group of residents, not “information and assistance” to an individual resident, **you would document this training as “resident council participation: nursing facility” (S-64).**

“Resident council participation” in nursing facilities (S-64) and residential care communities (S-65) is defined in [NORS Table 3](#) as “total number of instances of attendance, at resident councils, including meeting with council leadership, and training of resident councils at [nursing facilities/residential care communities] by representatives of the Office.”

“

If I go to a facility to visit a resident in response to a complaint I received, but after speaking with the resident, the resident does not want my assistance with the complaint, do I document that visit as a complaint-related visit?

NEW NORS FAQs

Q - If I go to a facility to visit a resident in response to a complaint I received, but after speaking with the resident, the resident does not want my assistance with the complaint, do I document that visit as a complaint-related visit?

A - You would select complaint disposition code “02 – no action needed or withdrawn by the resident, resident representative, or complainant” since the resident did not want your assistance with the complaint. Then you would document the visit according to what you did during the visit.

“

Does speaking with a survey agency representative about a specific complaint I am investigating count as “facility survey participation”?

NEW NORS FAQs

Q - Does speaking with a survey agency representative about a specific complaint I am investigating count as “facility survey participation”?

A - No. The definition of “facility survey participation” (S-62, S-63) in [NORS Table 3](#) is “total number of instances of survey activity by representatives of the Office.” **Discussing a specific complaint (after receiving consent) is part of the complaint investigation and/or resolution process and would be documented in the case record, not documented as survey participation.**

“

May I count volunteers participating in initial certification training as “other volunteers” for our program?

NEW NORS FAQs

A – No. The definition and examples and reporting tips for “other state level volunteers” (S-21) and “other local level volunteers” (S-26) in [NORS Table 3](#) are the same for state and local levels. The definition is “total number of other volunteers who are not representatives of the Office” and the examples and reporting tips state “examples of other volunteers may include: volunteers who serve on a program advisory or governing board; assist with fund raising; provide other in-kind services such as accounting or strategic planning, etc. This must be a whole number.”

The volunteers participating in initial certification training are training to be representatives of the Office and tasks during training are related to their role as a trainee, not serving as an “other volunteer.” You can count a volunteer once the individual completes certification training and is designated to serve in the capacity as a representative of the Office (see [NORS Table 3, Part D](#), for more details).

“ How do I count information and assistance (I&A) if I meet with facility staff and a resident at the same time to provide information. For example, I recently provided information about Resident Council leadership to a resident and nursing facility staff member at the same time. If one activity meets the definition of an information and assistance to nursing facility staff and the other is information and assistance to individual, should I document this as two instances of I&A?

NEW NORS FAQs

A: If you have an Information and Assistance (I&A) conversation with both a resident and a nursing facility staff member at the same time, record the conversation as one I&A activity with whichever person (resident or staff) requested the I&A.

If you have I&A conversations separately even if it's the same topic, one with a resident and one with a nursing facility staff person, record the activities as one instance of I&A with a resident and one instance of I&A with nursing facility staff.

“

If Resident or Family Councils hold their meetings virtually and invite me to attend and listen to their concerns, share information, and respond to questions, how do I document my participation?

NEW NORS FAQs

Q - If Resident or Family Councils hold their meetings virtually and invite me to attend and listen to their concerns, share information, and respond to questions, how do I document my participation?

A - **Document your attendance during virtual council meetings in the appropriate category of resident council (S-64, S-65) or family council (S-66, S-67) participation.** Count each meeting as one instance. Similarly, if you meet with council leadership or provide training to a resident or family council virtually, document those activities in the appropriate category of resident or family council participation.



Resources

NEW Training PowerPoints

- ▶ PowerPoint for each Part
- ▶ Use for initial and on-going training
- ▶ Use with other training materials (Basic Principals, Quiz, Quiz Answers, etc.)
- ▶ https://ltcombudsman.org/omb_support/nors/nors-training



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NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART I:

CASE, COMPLAINT, COMPLAINANT, INFORMATION AND ASSISTANCE

2022

NORS

https://ltcombudsman.org/omb_support/nors

The screenshot shows the website's navigation menu with 'Support' highlighted. Below the menu is the organization's logo and name. A 'Specialized Information for:' section contains three buttons: 'Nursing Homes', 'Assisted Living/Board & Care', and 'Home and Community Based Services'. The main content area features a sidebar with a 'National Ombudsman Reporting System - (NORS)' section containing links for 'NORS Data', 'NORS FAQs', 'NORS Training', and 'NORS FAQ and TA Open Dialogue Webinars'. The main text area has a heading for 'National Ombudsman Reporting System (NORS)', a paragraph describing the system, a red 'NOTE' about updated materials, and a sub-heading 'The Basics – What You Must Know' with a bullet point for 'Table 1: NORS Parts A, B and C - Case and complaint codes, values, and definitions - UPDATED'.

Home News About ▾ New ombudsman? Library ▾ Events ▾ Support ▾ Issues

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Specialized Information for:

Nursing Homes Assisted Living/Board & Care Home and Community Based Services

COVID-19

NORC Webinars

NORC Notes

National Ombudsman Reporting System - (NORS)

- ▶ NORS Data
- ▶ NORS FAQs
- ▶ NORS Training
- ▶ NORS FAQ and TA Open Dialogue Webinars

National Ombudsman Reporting System (NORS)

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](#).

NOTE: The materials with UPDATED next to them were revised in December 2021. Use these versions for training, the links have changed.

The Basics – What You Must Know

- **Table 1: NORS Parts A, B and C - Case and complaint codes, values, and definitions - UPDATED**

NORS FAQs

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

NORS Frequently Asked Questions (FAQs)

This page contains answers to frequently asked questions regarding the National Ombudsman Reporting System (NORS). The answers were developed with input from members of the Workgroup to Improve NORS Consistency (WINC) and in coordination with the Administration on Aging/Administration for Community Living (click on “Answer” to read the answer to the question). View these FAQs in a [PDF here](#). View the *Asked and Answered: Frequently Asked Questions (FAQs) about the Revised NORS webinar recording* which is based on the first round of FAQs.

Throughout these frequently asked questions, (FAQs) “Ombudsman” is used as a generic term that may mean the state Ombudsman, a representative of the Office, or the Ombudsman program.

If you have questions to suggest for additional FAQs, please email ombudcenter@theconsumervoice.org.

- **Abuse, Neglect, and Exploitation**
- **Complainant**
- **Complaint Coding**
- **Disposition**



- ▶ Review NORS Training materials
https://ltcombudsman.org/omb_support/nors/nors-training
- ▶ Review NORS FAQs
https://ltcombudsman.org/omb_support/nors/nors-faqs
- ▶ Refer to your state program policies and procedures
- ▶ Ask your supervisor
- ▶ Ask your State Ombudsman
- ▶ Ask Us!
ombudcenter@theconsumervoice.org



Contact Information

- ▶ Beverley Laubert | Beverley.Laubert@acl.hhs.gov
- ▶ Amity Overall-Laib | aoverallaib@theconsumervoice.org
- ▶ Maria Greene | mgreene@theconsumervoice.org



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