



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

TECHNICAL ASSISTANCE (TA) TALK

National Ombudsman Reporting System (NORS)

September 21, 2022

Welcome!

Technical Assistance (TA) Talks

- ▶ Informal, quarterly calls on specific topics.
- ▶ Hosted on Zoom and livestreamed on Facebook
- ▶ Opportunities to learn from your peers and receive technical assistance
- ▶ Ideas for topics? Email ombudcenter@theconsumervoice.org



Certificates of Participation

- ▶ Assist representatives in achieving their annual in-service training/continuing education.
- ▶ Must participate in live Zoom training for at least 30 minutes.
- ▶ FAQs - https://ltcombudsman.org/omb_support/training/certificates



▶ Housekeeping

- ▶ This webinar is being **recorded**.
- ▶ Use the **chat feature** to submit comments or respond to questions from speakers or other attendees.
- ▶ 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.

About Today's Talk...

- ▶ Please do not unmute your line until you raise your hand, and we call on you.
- ▶ You can only ask (or respond to) questions via audio or chat on Zoom, not via the Facebook livestream.
- ▶ You can submit questions in the chat at anytime and we will try to address them during the discussion.
- ▶ Please complete the evaluation using the link provided in the chat near the end of the call.



Agenda

- ▶ Welcome from the Administration for Community Living (ACL)
- ▶ NORS Basics, Updates, and Reminders
- ▶ Resources
- ▶ Discussion and Questions
- ▶ Contact Information



Welcome from Administration for Community Living (ACL)

Beverley Laubert, National Ombudsman Program Coordinator,
Office of Long-Term Care Ombudsman Programs, ACL

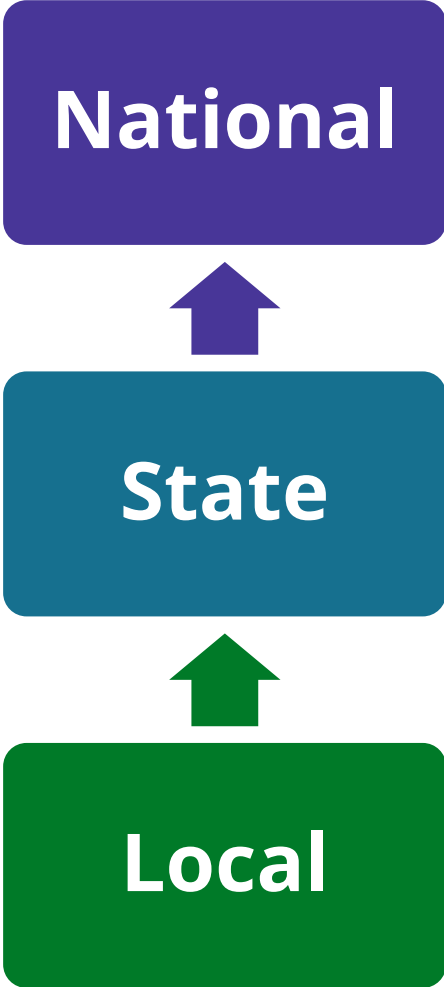


NORS Basics, Updates, and Reminders

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.

How is NORS Data Used?



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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
- ▶ Links 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)

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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).

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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?

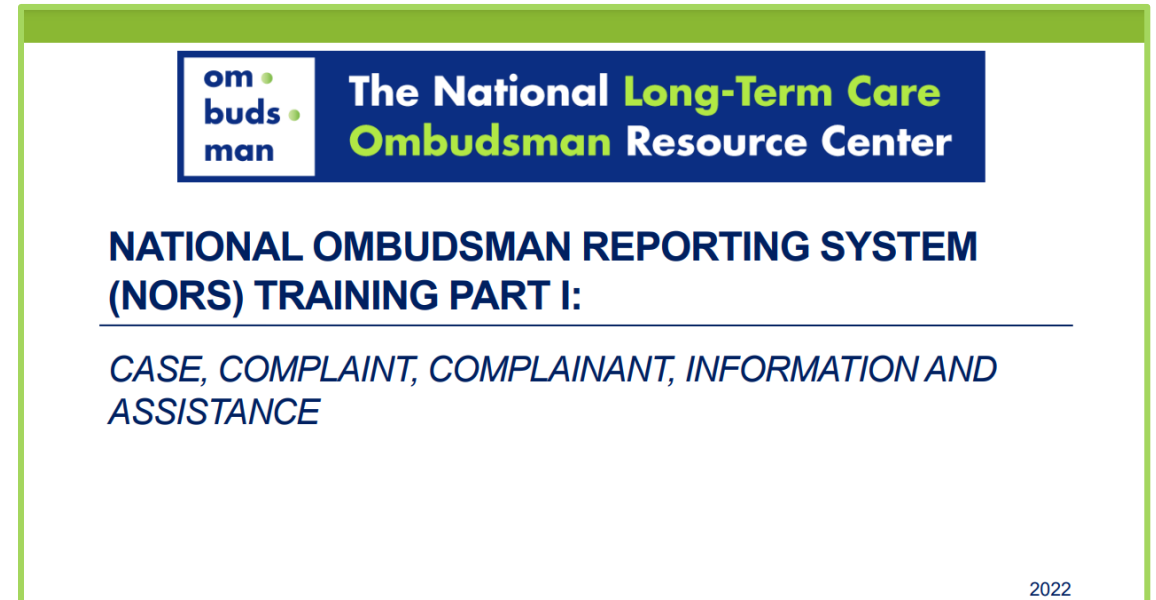
A - **Document your attendance during virtual council meetings in the appropriate category of resident council (S-64, S-65) or family council (S-66, S-67) participation.** Count each meeting as one instance. Similarly, if you meet with council leadership or provide training to a resident or family council 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. The main header includes the logo and 'Specialized Information for:' with buttons for 'Nursing Homes', 'Assisted Living/Board & Care', and 'Home and Community Based Services'. The left sidebar lists 'COVID-19', 'NORC Webinars', 'NORC Notes', and 'National Ombudsman Reporting System - (NORS)'. The main content area features the title 'National Ombudsman Reporting System (NORS)', a paragraph describing the system, a red 'NOTE' about updated materials, and a section for '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**

Questions?



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- ▶ 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



What Are Your FAQs?

Contact Information



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

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 The National LTC Ombudsman Resource Center

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