

NORS Tables Revisions Chart

This chart provides an overview of the revisions from the previous National Ombudsman Reporting Systems (NORS) tables (expired October 31, 2024) and the new tables. Bold font added to emphasize the new language.

Table 1			
Element Number/Data Element	Summary	Expired Table	New Table
CD-08 Complaint Disposition	Revised “Examples and Reporting Tips” to include how to code disposition when a resident dies.	Each complaint can have only one disposition code.	Each complaint can have only one disposition code. Use 2 for no action needed when the resident dies before a final outcome has been obtained and there is no resident representative to determine resolution.
Table 2			
Element Number/Data Element	Summary	Expired Table	New Table
F01 Accidents and Falls	Revised language in “Examples and Reporting Tips” from “resident who self-propels” to “resident who uses a wheelchair independently.”	Example: A resident who self-propels catches a finger in wheelchair spoke and fractures a finger; resident falls while getting out of bed; pinches hand in doorjamb and sustains a skin tear. Use A05 (Gross neglect) if this is a repeated problem which facility staff fail to address.	Example: A resident who uses a wheelchair independently catches a finger in wheelchair spoke and fractures a finger; resident falls while getting out of bed; pinches hand in doorjamb and sustains a skin tear.

I01 Environment	Revised “Definition” and “Examples and Reporting Tips” to include failure to store hazards.	<p>Definition: The building environment including the room or water temperature is too hot or cold or ventilation is inadequate.</p> <p>Examples and Reporting Tips: Use for cigarette smoke or other unpleasant odors; noise; and similar problems.</p>	<p>Definition: The building environment including safety hazards, room or water temperature is too hot or cold or ventilation is inadequate.</p> <p>Examples and Reporting Tips: Use for cigarette smoke or other odors; noise; hazards such as cleaning supplies improperly stored, and similar problems.</p>
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Table 3

Element Number/Data Element	Summary	Expired Table	New Table
Part D: Staff and Volunteer Data Elements description S-19 State level volunteer representatives, S-24 Local level volunteer representatives of the Office	Revised how volunteers are counted.	All counts are as of September 30.	All staff counts are as of September 30 and volunteer counts include volunteers who were program representatives at any time during the fiscal year.
S-64 Resident council participation: nursing facility	Revised “Definition” for resident council participation.	Total number of instances of attendance, at resident councils, including meeting with council leadership, and training of resident	Total number of instances of attendance at resident councils, including meeting with council leadership and training of resident councils or resident groups at nursing facilities by representatives of the Office.

S-65 Resident council participation: residential care community		councils at nursing facilities by representatives of the Office.	
S-66 Family council participation: nursing facility S-67 Family council participation: residential care community	Revised "Definition" for family council participation.	Total number of instances of attendance, at family councils, including meeting with council leadership, and training of family councils at nursing facilities by representatives of the Office.	Total number of instances of attendance at family councils, including meeting with council leadership and training of family councils or family groups at nursing facilities by representatives of the Office.
S-68 Community Education	Revised what counts as Community Education in the "Examples and Reporting Tips."	Use for attendance at health fairs, community events, general presentations, etc. If education is web-based or on-line/on-demand the Ombudsman program must have a way to count the number of individuals who completed the session in order to report in NORS. Newsletters, blogs and other forms of media do not count as community education. It must be a whole number.	Use for attendance at health fairs, community events, presentations, etc. If education is web-based or on-demand the program must have a way to count the number of individuals who completed the session to report in NORS. Newsletters and other forms of media that impart information about long-term care or the Ombudsman program may be counted as community education. It must be a whole number.

Part F Funds Expended	Revised “Examples and Reporting Tips” regarding reporting funds expended.	<p>Only include funds which were expended on Ombudsman program activities authorized under Section 712.</p> <p>Do not include amounts which were budgeted or obligated but not expended.</p> <p>Do not include “in-kind” resources. These are not “funds expended.”</p>	<p>Only include funds which were expended on Ombudsman program activities authorized under Section 712. Reporting of expenditures must be consistent with other financial reporting requirements.</p> <p>Do not include “in-kind” resources. These are not “funds expended.”</p>
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This project was supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$516,407 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS or the U.S. Government.