



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

ASKED AND ANSWERED:

FREQUENTLY ASKED QUESTIONS ABOUT THE REVISED NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS)

September 24, 2019

Agenda

- Remarks from the Administration for Community Living (ACL)
- Review edits to Revised NORS Training materials
- Review new NORS Complaint Codes Cheat Sheets
- Review Frequently Asked Questions and Answers
- Discussion
- Resources and Ongoing Support from NORC



ACL's Perspective

Louise Ryan

Ombudsman Program Specialist

Administration on Aging /Administration for Community Living

ACL's Perspective

Preparation Checklist



- ✓ Read the Revised NORS Training materials and take quizzes
- ✓ Review the ACL NORS Tables 1 – 3
- ✓ Listen to the Revised NORS Training webinar series
- ✓ Review new quick reference complaint code resources
- ✓ Review the Revised NORS Frequently Asked Questions (FAQs)

ACL's Perspective

- NORS Table 1 Parts A, B, and C – Case and Complaint codes, values and definitions
- NORS Table 2 Complaint codes and definitions
- NORS Table 3 State Program Information

https://ltombudsman.org/omb_support/nors/revised-nors-data-collection

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

National Ombudsman Reporting System (NORS)
Table 1: NORS Parts A, B and C - Case and complaint codes, values and definitions

OMB Control Number 0985-0005
Expiration Date: 04/30/2021

Table 1: Part A-Case Data Components

Each case must contain a complainant, complaint code (s), a setting, verification, resolution, and information regarding whether a complaint was referred to another agency. Case and complaint data reported is only for those cases and complaints which were closed within the fiscal year.

Element Number	Data Element	Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
CA-01	Case Number	The unique identifier used for each case.	Single	Alpha-numeric	Not Applicable (NA) (not a coded element)	This is auto-created by the state software program.
CA-02	Date Case Opened	Month, day, and year that the case was opened.	Single	Date	NA (not a coded element)	Each case must have a minimum of one complaint. Each case must have only one case open date. The case opened date must be on or before
CA-03	Date Case Closed	Month, day, and year that the case was closed.	Single	Date	NA (not a coded element)	

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: 04/30/2021

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 (4) 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, fondling, etc.)	Includes, but not limited to unwanted or

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

National Ombudsman Reporting System (NORS)
Table 3: State Program Information

OMB Control Number 0985-0005
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	Description	Narrative of the problem.	Single per complaint example	Alphanumeric	NA (not a coded element)	Maximum length of 3,400 characters (about 500 words).
S-03	Complaint code	See Table 1, CD 03 for complaint definition.	Single per complaint example	Alphanumeric	See Table 1, CD 04 and Table 2	Select the complaint code associated with each complaint example.

Revised NORS Training Materials – **EDITS!**

https://ltcombudsman.org/omb_support/nors/revised-nors-data-collection#training

- Six edits to the quizzes/answer sheets.
 - Part II Quiz Answer Sheet (question 4 in Section D)
 - Part III Quiz and Quiz Answer Sheet (questions 2 and 13)
 - Part IV Quiz and Quiz Answer Sheet (questions 9, 10, 13)
- PowerPoints have been edited to match these changes.

ombudsman

The National Long-Term Care Ombudsman Resource Center

PART II QUIZ ANSWER SHEET

NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART II

Complaint Coding 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). 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 2: Complaint codes and definitions. If questions arise regarding the Part II quiz answers, refer to the Examples and Reporting Tips column of Table 2, Complaint codes and definitions for additional information. For each complaint category, select the complaint code that best describes each scenario. For purposes of this training, assume that the resident gives consent to investigate if not otherwise indicated.

A. Abuse, Gross Neglect, Exploitation
Use the A codes for complaints of abuse, gross neglect, and exploitation. Identify a perpetrator for each of the A codes.

The perpetrator is the person(s) who appears to be the cause of the abuse, neglect or exploitation. There can be multiple perpetrators for each complaint.

Facility staff	Family, resident representative, friend
Another resident	Other

Complaint Code	Perpetrator	
A04	Family	1) A family member is making withdrawals of unusual amounts of funds that are not routine from the account of a bank customer who is a resident in a nursing home.
A01	Another resident	2) Resident A hits Resident B because Resident B will not move out of the way.
A05	Staff	3) A resident is found at a facility bedridden, non-communicative, extremely thin, with contracted limbs, and visible bedsores on his head and elbows.
A02	Staff	4) One of the housekeeping staff tells the Ombudsman that she saw blood on the bed linens of a non-communicative resident whose undergarments

Revised September 2019 | 1

NORS Complaint Codes Cheat Sheets – **NEW!**

National Ombudsman Reporting System (NORS) Complaint Codes	
Effective October 1, 2019	
The complaint codes in this document are from the Administration for Community Living (ACL)/Administration on Aging (AoA) – Office of Long-Term Care Ombudsman Programs, National Ombudsman Reporting System (NORS) Table 2: Complaint codes and definitions. Refer to Table 2 for complaint code definitions, examples, and reporting tips. ¹	
RESIDENTS' RIGHTS	
A. Abuse, Gross Neglect, Exploitation A01. Abuse: physical A02. Abuse: sexual (touching and non-touching acts) A03. Abuse: psychological A04. Financial exploitation A05. Gross neglect (Use categories F or J when gross neglect is not clearly indicated.)	F05. Personal hygiene: includes bathing, soiled clothing, hands & face washing, teeth or dentures not cleaned F06. Access to health-related services F07. Symptoms unattended F08. Incontinence care F09. Assistive devices or equipment F10. Rehabilitation services F11. Physical restraint F12. Chemical restraint
Perpetrator: Person(s) who appears to have caused the abuse or neglect or exploitation. 01. Facility staff 02. Another resident 03. Family, resident representative, friend 99. Other	G. Activities, Community Integration and Social Services G01. Activities G02. Transportation G03. Conflict resolution: includes disagreement between residents where assistance from Ombudsman is requested G04. Social services
B. Access to Information B01. Access to information and records B02. Language and communication barriers B03. Willful interference	H. Dietary H01. Food service H02. Dining and hydration H03. Therapeutic or special diet
C. Admission, Transfer, Discharge, Eviction C01. Admission C02. Appeal process C03. Discharge or eviction C04. Room issues: includes room change	FACILITY ENVIRONMENT, ADMINISTRATION
D. Autonomy, Choice, Rights D01. Choice in health care D02. Live in less restrictive setting D03. Dignity and respect D04. Privacy D05. Response to complaints D06. Retaliation D07. Visitors D08. Resident or family council D09. Other rights and preferences	I. Environment E01. Environment: includes room or water temperature and ventilation E02. Building structure E03. Supplies, storage and furnishings E04. Accessibility: includes building & grounds E05. Housekeeping, laundry and pest abatement
E. Financial, Property (except for exploitation and involving facility staff) E01. Billing and charges E02. Personal property: includes loss or mismanagement including resident's money or trust fund	J. Facility policies, procedures and practices J01. Administrative oversight J02. Fiscal management J03. Staffing
RESIDENT CARE	NON-FACILITY
F. Care F01. Accidents and falls F02. Response to requests for assistance includes call lights F03. Care planning F04. Medications	K. Complaints about an outside agency (non-facility) K01. Regulatory system K02. Medicaid K03. Managed care K04. Medicare K05. Veterans Affairs K06. Private insurance
	L. System: Others (non-facility) L01. Resident representative or family conflict L02. Services from an outside provider L03. Request to transition to community setting
¹ https://ltcombudsman.org/uploads/files/support/NORS_Table_2_Complaint_Code_04-30-2021-1.pdf This project was supported, in part, by grant number 900MRC0001-01-00, 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.	

National Ombudsman Reporting System (NORS)	
Complaint Codes and Definitions	
Effective October 1, 2019	
The complaint codes in this document are from the Administration for Community Living (ACL)/Administration on Aging (AoA) – Office of Long-Term Care Ombudsman Programs, National Ombudsman Reporting System (NORS) Table 2: Complaint codes and definitions. Refer to Table 2 for complaint code definitions, examples, and reporting tips. ¹	
A-Abuse, Gross Neglect, Exploitation	
A01- Abuse: physical: The intentional use of physical force that results in acute or chronic illness, bodily injury, physical pain, functional impairment, distress, or death.	
<i>Examples and Reporting Tips:</i> Includes hitting, slapping, and pinching, kicking, etc. and/or controlling behavior through corporal punishment.	
A02- Abuse: sexual: Forced and/or unwanted sexual interaction (touching and non-touching acts) of any kind.	
<i>Examples and Reporting Tips:</i> 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.	
A03- Abuse: psychological: 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.	
<i>Examples and Reporting Tips:</i> 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. 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. Use D03 (Dignity and respect) for less severe forms of staff rudeness or insensitivity. Use F02 (Response to requests for assistance) if staff is unavailable, unresponsive to residents.	
A04- Financial exploitation: The illegal or improper use of an individual's funds, property, or assets for another person's profit or advantage.	
<i>Examples and Reporting Tips:</i> Includes, but is not limited to, depriving a resident of rightful access to, information about, or use of personal benefits, resources, personal needs allowance, belongings, or assets.	
A05- Gross neglect: Failure to protect a resident from harm or the failure to meet needs for essential medical care, nutrition, hydration, hygiene, clothing, basic activities of daily living or shelter, which results in a serious risk of compromised health and/or safety, relative to age, health status, and cultural norms.	
<i>Examples and Reporting Tips:</i> Use the appropriate categories under Resident Care (F) or, in some cases, Facility Policies, Practices and Procedures (J) and for similar complaints but gross neglect is not clearly indicated.	
Perpetrator: Person(s) who appears to have caused the abuse or neglect or exploitation.	
¹ https://ltcombudsman.org/uploads/files/support/NORS_Table_2_Complaint_Code_04-30-2021-1.pdf	
1	

https://ltcombudsman.org/uploads/files/support/NORS_Updated_Complaint_Codes_List.pdf


https://ltcombudsman.org/uploads/files/support/NORS_Code_and_Definitions.pdf

FREQUENTLY ASKED QUESTIONS & ANSWERS

Revised NORS FAQs

- Abuse, Neglect, and Exploitation
- Complainant
- Complaint Coding
- Disposition
- Information and Assistance
- Opening and Closing a Case
- Referral
- Survey Participation
- Verification
- Visits

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

Revised NORS FAQs

This page contains answers to frequently asked questions (FAQs) regarding the revised National Ombudsman Reporting System (NORS) - effective October 1, 2019. 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).

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

1. Q - Does the Ombudsman program investigate complaints alleging abuse, neglect, or exploitation?

Answer

Yes, the Ombudsman program investigates complaints or concerns including abuse, neglect, or exploitation. *Per 45 CFR 1324.19 (b)(1) ... The Ombudsman or representative of the Office shall investigate a complaint, including but not limited to a complaint related to abuse, neglect, or exploitation, for the purposes of resolving the complaint to the resident's satisfaction and of protecting the health, welfare, and rights of the resident. The Ombudsman or representative of the Office may identify, investigate and resolve a complaint impacting multiple residents or all residents of a facility.*

The Ombudsman program investigates these complaints in accordance with program policies and procedures, which address obtaining consent to take action, consent to disclose, and actions to take when a resident is unable to communicate informed consent.

The Ombudsman program investigates solely for gathering necessary information to resolve the complaint to the satisfaction of the resident, not to determine whether any law or regulation has been violated for purposes of a potential civil or criminal enforcement action. If the Ombudsman program receives a referral from Adult Protective Services, licensing agency, or law enforcement, the Ombudsman should visit with the resident to determine if the resident wants the Ombudsman's assistance and if they do want help then establish an open case. See quiz questions 6 and 7, [NORS Training Part I Case, Complaint, Complainant, and Information and Assistance Quiz Answer Sheet](#) as examples.

Ombudsmen should use their best judgement in coding a complaint based on knowledge obtained from the complainant and/or resident, and their fact-finding. For example, at times it will be difficult to distinguish if a complaint such as "rough handling by staff" is willful mistreatment of a resident (A01 physical abuse) or a staffing issue (J03 Staffing) or possibly two complaints (A01 and J03).

For additional information about the Ombudsman program role in investigating allegations of abuse, visit the NORC Abuse, Neglect, and Exploitation in Long-Term Care Facilities [issue page](#) and review the [Responding to Allegations of Abuse: Role and Responsibilities of the Long-Term Care Ombudsman Program LTCOP Reference Guide](#).

2. Q - Why is there a perpetrator code for abuse, neglect, or exploitation complaints?

Suggestions for additional FAQs email:
ombudcenter@theconsumervoice.org

FAQS REGARDING CASES/COMPLAINTS

ABUSE, NEGLECT, AND EXPLOITATION (ANE)

Abuse, Neglect, and Exploitation

Question

Does the Ombudsman program investigate complaints alleging abuse, neglect, or exploitation?

Answer

Yes, the Ombudsman program investigates complaints or concerns including abuse, neglect, or exploitation.

Abuse, Neglect, and Exploitation

Answer continued – abbreviated

The LTCOP investigates solely for gathering necessary information to resolve the complaint to the satisfaction of the resident, not to determine whether any law or regulation has been violated for purposes of a potential civil or criminal enforcement action.

LTCO should use their best judgement in coding a complaint based on knowledge obtained from the complainant and/or resident, and their fact-finding.

See quiz questions 6 and 7, [NORS Training Part I Case, Complaint, Complainant, and Information and Assistance Quiz Answer Sheet](#) as examples.

Abuse, Neglect, and Exploitation

Question

Why is there a perpetrator code for abuse, neglect, or exploitation complaints?

Answer

The perpetrator code was added to NORS to assist ACL and Ombudsman programs in understanding who is most commonly suspected of causing abuse, neglect, or exploitation in long-term care facilities and to better analyze NORS data.

OPENING & CLOSING CASES

Opening & Closing a Case

Question

When do you open a case?

Answer

Open a case as soon as possible after the complainant communicates the complaint and asks for Ombudsman assistance to resolve the complaint.*

*State Ombudsman program policy may specify timeframes for when a case should be opened and documented in the electronic reporting system.

Opening & Closing a Case

Question

When do you close a case?

Answer

Close the case when the investigation is complete.* Completion includes documentation of complaint verification status, a referral code, and disposition code for each complaint in the case and closure dates for all complaints within the case.

*State Ombudsman program policy may specify timeframes for supervisory review of cases prior to closure and timeframes for when to close a case and documentation in the electronic reporting system.

Opening & Closing a Case

Question

You have the resident's permission to investigate a complaint and started to investigate, then the resident changed their mind doesn't want you to continue the investigation and resolution activities.

Is it still a case?

Answer

It is a case. In this scenario, the resident has requested assistance and then changed their mind and asked the Ombudsman to stop the investigation. This is still a case with a complaint disposition code of 02 – “Withdrawn or no action needed by the resident, resident representative or complainant.”

Opening & Closing a Case

Question

The program receives a complaint from someone other than the resident, upon an initial investigation the Ombudsman speaks with the resident who does not agree with the complaints and does not want assistance from the program.

Is this a case?

Opening & Closing a Case

Answer

Yes, this is a case. The complainant identified a problem that affects the health, safety, welfare or rights of one or more resident and requested the Ombudsman program to take action to resolve the identified problem. However, the Ombudsman program is to determine the perspective of the resident and take direction from the resident.

Opening & Closing a Case

Question

When a nursing facility sends the Ombudsman program copies of resident discharge notices, should the program open a case at the time of receipt of the notice?

Opening & Closing a Case

Answer

No. The nursing facility is not asking the program to establish a case and investigate. Therefore, at the point of receipt of the notice there is no complainant for which to establish a case. The nursing facilities are meeting a federal requirement by sending copies of the notices to the Ombudsman program. In this situation, the Ombudsman program is not yet actively involved in investigating and working to resolve the discharges and no one has asked them to on behalf of a resident. Rather, the nursing facilities are sending the notices as part of routine compliance with one of their requirements.

Opening & Closing a Case

Answer continued

- If you follow-up with the residents who received the notices or if one of them or their representative contacts you, you may have a case or an information and assistance.
- If the resident or their representative asks you for information or suggestions on how to proceed with the discharge or with an appeal, this would be an information and assistance.
- If the resident or their representative asks you to investigate, identify options, and help them either stay in the facility or find another solution, it would be a case with one complaint.

COMPLAINANT

Complainant

Question

When there are multiple people involved with one complaint how do we choose the complainant? For example, a daughter calls the Ombudsman program with a complaint. The Ombudsman visits with the resident and the resident shares her daughter's concerns and gives the Ombudsman permission to investigate the complaint.

Answer

The daughter (representative, friend, or family) is the complainant.

Complainant

Question

When should the Ombudsman program be the complainant?

Answer

The Ombudsman program may be the complainant in a variety of circumstances. The most common examples include general observations about the facility environment that need attention; this may include circumstances where residents agree with the problem and want it addressed but do not want to be the complainant of record.

See quiz question #8 in the [Part I Case, Complaint, Complainant, and Information and Assistance Quiz Answer Sheet](#) for additional information.

Complainant

Answer continued - abbreviated

It is typical for the Ombudsman to educate a resident about their rights and share an observation about the individual resident's health, safety or welfare. This discussion may result in the resident requesting Ombudsman assistance to resolve the complaint. In this example, the process of educating the resident encouraged the resident to request assistance; therefore, the resident is the complainant.

See quiz question #10 in the [Part I Case, Complaint, Complainant, and Information and Assistance Quiz Answer Sheet](#) for additional information.

COMPLAINT CODING

Complaint Coding

Question

When do you assign complaint codes? For example, if a family member contacts your office with a concern and requests action or do you code it after you have spoken with the resident and received their consent to investigate the issue?

Answer

Assign complaint code(s) upon receipt of the complaint based on the problem or problems identified by the complainant.

Complaint Coding

Question

When a complainant has two complaints/issues that would fall under the same code do I only record the code once?

Answer

Record one complaint and work to resolve all issues raised.

For example, if a complainant has two complaints that are under one code, such as code I05 Housekeeping, Laundry and Pest Abatement, the Ombudsman will open the with one complaint code (I05 in this example).

Complaint Coding

Question

If there is a case where the complaint could be documented under two different codes, do I choose one code?

Answer

Yes, choose one code. Use your best judgement in determining which complaint code to use if there are two very similar codes that describe the complaint. If there are multiple, distinct complaints, identify codes for each complaint.

Complaint Coding

Question

When is it appropriate to add another complaint to an existing case or establish a new case?

Answer

Your state may have a policy with criteria for when to open and close cases and when to consider adding more complaints in the “open” case. Use your best judgement if there is no policy.

VERIFICATION

Verification

Question

What is the definition for verified? If the resident confirms the complaint, does that mean it is verified?

Answer

Per the *NORS Table 1: Part A, B, and C – Case and complaint codes, values, and definitions* the definition of verified is, “a confirmation that most or all facts alleged by the complainant are likely to be true.”

Verification

Answer continued

When determining verification of complaints consider the following:

- Your interview with the complainant or resident,
- Your observations,
- Assuming you have consent to disclose, facts can be gathered from interviews of staff or others in the know,
- Review of records or other documents.

REFERRAL

Referral

Question

How do I code referrals to the Office of Inspector General, Attorney General, and State Attorney or professional boards such as the Board of Nursing?

Answer

- Use referral code 03, “law enforcement or prosecutor” for Office of Inspector General, Attorney General, and State Attorney.
- Use referral code 01, “licensing, regulatory, or certification agency” for professional boards of licensing.

DISPOSITION

Disposition

Question

How do I determine the disposition code if the resident dies during the investigation?

Answer

The [Ombudsman program regulation at 1324.19](#) provides guidance of how to determine complaint disposition in the following order. Communication from: (1) the resident; (2) the resident representative; and (3) Ombudsman Program.

Disposition

Answer continued – Examples

- **The complainant is the resident.** The resident died before all the complaints were resolved. The LTCO will need determine disposition based on the circumstances of the complaint or information from a resident representative. See questions 9 and 11 in the [*Part III*](#) for more information.
- **The complainant is a family member. The LTCO visits the resident and the resident is unable to communicate.** The LTCO investigates, helps resolve some issues, and then the resident died. The LTCO took direction from the complainant because the resident was unable to communicate. The disposition of the case is chosen based on the family member's (complainant) satisfaction. See question 11 in the [*Part III*](#) for more information.

FAQS REGARDING PROGRAM ACTIVITIES

INFORMATION & ASSISTANCE

Information & Assistance

Question

A resident asks an LTCO for help and provides consent to investigate. After the LTCO shares information about residents' rights and the facility's responsibilities, she decides to use the information you provided to address her concerns on her own and doesn't want LTCOP assistance.

Is it a case or information and assistance?

Information & Assistance

Answer

It is an instance of information and assistance. In this scenario, the resident asks for help and you were able to provide information without beginning an investigation.

SURVEY PARTICIPATION

Survey Participation

Question

How do I count participation in facility surveys?

Answer

Report each distinct type of survey activity as one instance by facility type. You may have more than one survey participation activity associated with one survey in one facility.

Survey Participation

Question

Does reading a survey count as participation in a facility survey?

Answer

No, reading a survey does not count as participation in facility surveys. NORs does not ask that you report all activities and reading a survey, while important, is not reported in NORs.

VISITS

Visits

Question

If I visit a facility in response to a complaint, but I also visit with other residents and share information about the Ombudsman program, do I document this visit as a complaint visit or routine access visit (non-complaint visit)?

Visits

Answer

To determine whether to report your visit as a complaint visit or routine access visit focus on the activities you conducted during the visit rather than the initial reason for the visit and any program requirements.

Although the original reason for visiting the facility was to follow-up on a complaint, **if you conduct activities that constitute a routine access visit (e.g., visit with multiple residents, share information about the Ombudsman program, walk around and observe activities in the facility)** you may document this as a routine visit.

If you visited the facility in response to the complaint and **only conducted activities related to the complaint investigation**, then you would document the visit as a complaint visit.

QUESTIONS?

Summary

- Administration for Community Living's perspective
- Resources and updates to training materials
- NORS codes cheat sheets
- Frequently Asked Questions and Answers
- Discussion
- Resources

RESOURCES

Additional Support and Technical Assistance (TA)

- Additional FAQs
 - Send suggestions for additional FAQs to ombudcenter@theconsumervoice.org
- Monthly Open Technical Assistance Calls regarding the Revised NORS
 - October – December. Additional information will be provided soon.
- Highlight NORS Hot Topics in quarterly *Ombudsman Outlook*
- Individual TA to State Ombudsman and representatives as requested
- Developing a Revised NORS On-Demand Training Course
- Louise Ryan providing a workshop regarding NORS during the 2019 Consumer Voice Conference

NORS Instructions, Training, and Materials

https://ltcombudsman.org/omb_support/nors

National Consumer Voice

Log Out

Logged in as aoveralllaib

f

t

Shop Our Store

Search

Home

News

About ▾

New ombudsman?

Library ▾

Events ▾

Support ▾

Issues

State Ombudsman ▾

ombudsman

The National Long-Term Care Ombudsman Resource Center

Specialized Information for:

Nursing Homes

Assisted Living/Board & Care

Home and Community Based Services

NORC Conference Calls/Webinars

NORC Notes

National Ombudsman Reporting System - (NORS)

► NORS Data

► NORS FAQs

► NORS Training

► Revised NORS Data Collection

Program Management

Program Promotion

National Ombudsman Reporting System (NORS)

Each State Long-Term Care Ombudsman Program (SLTCOP) is required by the Older Americans Act to advocate for residents of nursing homes, board and care homes, assisted living facilities and similar adult care facilities. The SLTCOPs use information systems to record the facilities they visit, log complaints they receive and investigate, and track other program activities. Each state reports this data to the United States Administration for Community Living (ACL)/Administration on Aging (AoA), to be summarized in the National Ombudsman Reporting Systems (NORS) and is available on the ACL [website](#). The data has been collected since 1996.

- [Instructions for Completing the NORS Form](#)
- [Complaint Codes](#)
- [NORS Data](#)
- [NORS FAQs](#)
- [NORS Training](#)
- [Revised NORS Data Collection – effective October 1, 2019](#)

Revised NORS Data Collection

https://ltcombudsman.org/omb_support/nors/revised-nors-data-collection

NORC webinars	<h2>Revised NORS Data Collection effective October 1, 2019</h2> <p>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 website here and here and on the NORC website.</p> <p>The revised NORS data collection is effective October 1, 2019. The goal of revising NORS is to enhance ACL's ability to understand and report on Ombudsman program operations, experience of long-term care facility residents, and changes in long-term supports and services policies, research, and practices.</p> <p>NORC updated the four-part NORS training materials to reflect the updated codes, definitions, and activities and instruct programs on how to record the work they do. The ACL NORS data collection tables are below and available on the ACL website. States are to continue to use the current approved NORS codes and instructions and training materials to ensure consistent reporting until the updated data collection is effective on October 1, 2019.</p> <ul style="list-style-type: none">• Introduction: NORS Revisions• Table 1: NORS Parts A, B and C - Case and complaint codes, values, and definitions• Table 2: Complaint codes and definitions• Table 3: State Program Information• Crosswalk A: NORS Overview• Crosswalk B: Complaint Codes (Old NORS to Revised NORS)• NORS Complaint Codes and Definitions (NEW!)• NORS Complaint Codes (NEW!)• Revised NORS Training Materials (REVISED!)• Revised NORS Training Webinar Series
NORC Notes	
National Ombudsman Reporting System - (NORS)	
▶ NORC Data	
▶ NORC FAQs	
▶ NORC Training	
▶ Revised NORS Data Collection	
▶ Revised NORS FAQs	
Program Management	
Program Promotion	
Ombudsman Program Examples	
Systems Advocacy	
Technical Assistance FAQs	
Training	
Volunteer Management	

Start Using Revised NORS – October 1, 2019



Contact Information

Amity Overall Laib, NORC Director
aoverallaib@theconsumervoice.org
(202) 332 2275 ext. 207

Louise Ryan, Ombudsman Program Specialist, AoA/ACL
louise.ryan@acl.hhs.gov
(202) 795-7355

Maria Greene
NORC Consultant
margreene@outlook.com
(770) 668 6366



The National Long-Term Care Ombudsman Resource Center

Connect with us:

www.ltcombudsman.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 90OMRC0001-01-00, 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.