



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

NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART III:

*VERIFICATION, DISPOSITION, REFERRAL, AND CLOSING
CASES*

April 30, 2019 (revised September 2019)

Agenda

- Administration for Community Living's perspective
- Part III Training Materials
 - Verification, Disposition, Referral, and Closing Cases Basic Principles
 - Quiz
 - Quiz Answer Sheet
 - Closing the Case
- Quiz Activity
- Questions and Answers
- Resources

ACL's Perspective

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National Ombudsman Reporting System (NORS)

NORS data collection fulfills Older Americans Act requirements and is used in a variety of ways:

- ❑ Inform policy at that state, local and federal level
- ❑ Budget justification
- ❑ Program management
- ❑ Educate the public

Most Important:

- ❑ NORS is **the only data** collected that represents the concerns and problems experienced by residents and we thank you for your work!

National Ombudsman Reporting System (NORS)

- The goals of the new NORS:
 - simplify codes and number of data elements,
 - increase reliability and accuracy of the data,
 - improve our understanding of the problems experienced by residents.

Most Important:

- ❑ Not documenting = silencing the problems
- ❑ NORS is **the only data** collected that represents the concerns and problems experienced by residents and we thank you for your work!

NORS Training Part III: *Verification, Dispositions, Referrals, and Closing Cases*

The four documents for the revised Part III NORS training materials are:

- Basic Principles
- Quiz
- Quiz Answer Sheet
- Closing the Case

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

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

om - buds - man The National Long-Term Care Ombudsman Resource Center

PART III CLOSING THE CASE

NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART III

Verification, Disposition, Referral, and Closing Cases

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).

Close the case when the following complaint information is complete:

- ✓ Verification – A confirmation that most or all facts alleged by the complainant are likely to be true. Select: Verified or Not verified
- ✓ Referral Agency¹: The agency or agencies to which a complaint was referred to as part of the Ombudsman program's plan of action for complaint resolution. There can be multiple referrals to agencies in one complaint. Select:
 - 01 Licensing, regulatory, or certification agency
 - 02 Adult protective services
 - 03 Law enforcement or prosecutor
 - 04 Protection and advocacy
 - 05 Legal services
 - 06 No referral was made
 - 99 Other (include type of agency, e.g. domestic violence center)
- ✓ Disposition: The final resolution or outcome of the complaint. Each complaint can have only one disposition. Select:
 - 1. Partially or fully resolved to the satisfaction of the resident, resident representative, or complainant.
 - 2. Withdrawn or no action needed by the resident, resident representative, or complainant.

¹ Refer to NORS Table 1, Part C – Case and Complaint Definitions, for definitions of each of the five agencies. [NORS](#)

April 2019 | 1

Basic Principles - Verification

- Verification is a confirmation that most or all facts alleged by the complainant are likely to be true.
- Each complaint must have a verification status, *verified* (01) or *not verified* (02).



Basic Principles - Verification

- Always attempt to determine the facts of complaints as part of the complaint investigation process.
- Investigate and work to resolve complaints on behalf of one or more residents for purposes of resolving the complaint to the resident's satisfaction and of protecting the health, welfare, and rights of the resident.
- Support and maximize resident participation in the process of resolving the complaint and follow the direction of the resident.
- Continue to work with the resident and resolve the complaint to their satisfaction, even when you cannot verify.

Basic Principles - Disposition

- Disposition is the final resolution or outcome of a complaint.
- You may perform many activities when resolving and investigating a complaint, but there is only one outcome.
- Each complaint must have a disposition code, whether the complaint is verified or not.



Basic Principles - Disposition

When choosing a disposition code always follow the direction of the resident.

If the resident cannot communicate his/her satisfaction, the ombudsman may look to the resident's representative or to the complainant to determine if the resolution is consistent with the rights and interests of the resident.

Disposition Codes

- 01 partially or fully resolved
- 02 withdrawn or no action needed
- 03 not resolved

If the resident cannot communicate

Rely on the perspective of a resident representative so long as the Ombudsman has no reasonable cause to believe that the resident representative is not acting in the best interests of the resident.

If the resident does not have a resident representative, the Ombudsman shall determine the complaint disposition.

- See 1324.19(b)(2)(G)(5) of the [LTCOP Rule](#).
- See 1324.19(b) (2)(G)(iii)(B) of the [LTCOP Rule](#).

Basic Principles - Referral Agency

- The agency or agencies to which a complaint was referred to as part of the Ombudsman program's plan of action for complaint resolution.
- Every complaint must have a referral code.
- You may have more than one referral agency for a complaint.

Referral Agency Codes

- 01 Licensing, regulatory, or certification agency
- 02 Adult Protective Services
- 03 Law enforcement or prosecutor
- 04 Protection and advocacy
- 05 Legal services
- 06 No referral was made
- 99 Other

Basic Principles - Complaint and Case Closed

- Each case must have only one case closed date.
- Each complaint must have only one complaint closed date.
- Close the case after completion of actions on all complaints within the case and every complaint has a referral code, verification, and disposition code.



When Do You Select a Complaint Code?



- A complaint is
 - “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.”
- Assign complaint codes at the time the complaint is received based on the problem or problems shared by a complainant.
- You may add complaint codes if other complaints are shared by the complainant while the case is open (or by a resident if the resident wasn't the original complainant).

QUESTIONS?

Part III Quiz Directions

Use ACL NORS Tables 1 & 2

| Element Number | Data Element | Definition | Quantifier | Type | Codes and Values | Examples and Reporting Tips |
|----------------|------------------|--|------------|------|------------------|-----------------------------|
| CA-01 | Case Number | Administration for Community Living/Administration on Aging- Office of Long-Term Care Ombudsman Programs | | | | |
| CA-02 | Date Case Opened | National Ombudsman Reporting System (NORS) Table 2: Complaint codes and definitions | | | | |
| CA-03 | Date Case Closed | 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 that were closed within the fiscal year.

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 (99) 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 and non-touching acts) of any kind. | 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. |

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

Directions

For each of the scenarios identify:

- Complainant
- Complaint code(s)
- Verification
- Disposition
- Referral

For purposes of this training, assume that the resident gives consent to investigate if not otherwise indicated.

Scenario 1

A nursing home resident complains the facility is keeping her money. “They’re ripping me off,” she states emphatically. You talk with the business office manager who tells you that the resident asked to have her own phone. She agreed to pay for the phone out of her Personal Needs Allowance (PNA).

She uses the balance of her PNA to have her hair done and purchase a few personal items.

You report back to the resident. She forgot that she was paying for the phone out of her PNA. She’s glad you straightened things out. She really likes having the phone because she can keep in touch with her children and her friends.

Scenario 1

The Complainant is the 01 Resident.

The Complaint Code is E02 Personal Property.

The Disposition is 01 Partially/Fully resolved.

There was no referral and is coded as 06 None (no referral made).

Question: Is the complaint verified?

Scenario 1

Choose the correct answer.

01 Verified

02 Not Verified

Scenario 1

Correct answer.

01 Verified

02 Not Verified

Scenario 2

Ms. Douglas's son complains that the nursing home is refusing to take his mother to the dining room for the lunch. He tells you that he has talked to the facility several times, but when he calls at noon his mother is always in her room eating her meal.

You visit Ms. Douglas and explain the call received from her son. She tells you that she likes to eat lunch in her room because it is quiet. It is the only time she gets to be alone. The aides always try to take her to the dining room at noon, but she tells them, "No."

She shares that she eats dinner in the dining room.

Scenario 2

The Complainant is the 02 Family.

The Complaint code is H-02 Dining and hydration.

The Complaint is 02 Not Verified.

No referral was made and is coded as 06 None (no referral made).

Question: What is the Disposition?

Scenario 2

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 2

Choose the correct answer.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 3

A resident's daughter complains that her dad is not allowed to have his cat in his room at his residential care community. You visit the resident at the facility and he says that his cat means everything to him, he wants to keep his cat with him in his room. You review the admission agreement and policies and find nothing in writing that limits pets living at the facility. He brought his cat with him when he was admitted months ago and now the administrator is saying that no pets are allowed. You speak to the administrator and try to work out a solution for the resident to have the cat in his room. The administrator states that other residents and staff are allergic to the cat. No pets are allowed in the building. You obtain consent from the resident to make a complaint to the licensing agency and the report comes back unsubstantiated. The resident and his daughter appreciate your advocacy. They begin searching for a pet friendly home.

Scenario 3

The Complainant is 02 Family.

The Complaint code is D09 Other rights and preferences.

The Complaint is 01 Verified.

The Disposition is 03 Not resolved.

Question: What is the referral agency code?

Scenario 3

Choose the correct answer for the referral agency.

01 Licensing, regulatory, or certification agency

02 Adult Protective Services

04 Protection and advocacy

05 Legal services

06-No referral was made

Scenario 3

Choose the correct answer for the referral agency.

01 Licensing, regulatory, or certification agency

02 Adult Protective Services

04 Protection and advocacy

05 Legal services

06-No referral was made

Scenario 4

A resident tells you that an aide stole his family Bible. You speak to the aide and she explains that she put it in his top dresser drawer. It has a leather and gold cover and she put it away for safe keeping.

You tell the resident the Bible is in the dresser drawer. He explains that he still cannot get it because he is unable walk across the room and he would like to read it every morning.

You address the matter of the location of the Bible with the staff and the resident now has easy access to his Bible.

Scenario 4

The Complainant is the 01 Resident.

The Complaints are E02 Personal property and D09 Other rights and preferences.

The Disposition for both complaints is 01 Partially or fully resolved.

A referral was not made and the code is 06 No referral made.

Question: Were the complaints verified?

Scenario 4

Choose the correct answer for verification.

E02 Personal property is Not Verified and D09 Other Rights and preferences is Verified.

E02 Personal property is Verified and D09 Other Rights and preferences is Verified.

Scenario 4

Correct answer.

E02 Personal property is Not Verified and D09 Other Rights and preferences is Verified.

E02 Personal property is Verified and D09 Other Rights and preferences is Verified.

Scenario 5

A person calls complaining that her friend, a nursing home resident, needs to be moved to a room closer to the nurse's station because she feels isolated at the end of the hall. The friend has a health care durable power of attorney (DPOA) for the resident. The resident agrees that she would feel safer in one of the two rooms near the nurses.

You investigate and find that there are no empty beds in either of those rooms. The friend/DPOA insists that they move one of the other residents to make room for her. You visit the resident twice and she tells you she wants to forget the whole thing. Her current room is fine and all the commotion about moving is upsetting her.

Scenario 5

The Complainant is 02 Resident Representative.

The Complaint code is C-04 Room issues.

The Complaint is 01 Verified.

A referral was not made and the code is 06 None no referral was made.

Question: What is the Disposition?

Scenario 5

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 5

Correct answer.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 6

During a visit at a nursing home, several residents tell you the food is often cold. You observe meal service and visit a few other residents who are also report the food is cold, so you open a case on behalf of the group of residents. You speak with dietary staff about the problem. Initially, the mealtime is adjusted to accommodate residents who are engaged in activities, but a few other residents still complain the food is cold.

You continue to work on the case. The Director of Food Services agrees to purchase new heating lamps and to increase staffing during peak dining times. The management follows through on ordering the equipment, but the staffing has not been increased. You check in with residents a few weeks later and all but one is satisfied with the improvements made.

Scenario 6

The Complainant is 01 Resident.

The Complaint code is H01 Food services.

The Complaint is 01 Verified.

There was no Referral made and coded as 06 None, no referral made

Question: What is the Disposition?

Scenario 6

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 6

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 7

The Resident Council President tells you that she thinks the Personal Needs Allowance (PNA) for residents receiving Medicaid is too low. At their invitation, you meet with the resident council and explain that the PNA is determined by the state legislature. The council asks for Ombudsman program assistance in advocating for an increased PNA. You, the state Ombudsman, and the Resident Council President meet by phone to discuss advocacy options. The resident council is satisfied that the Ombudsman program will seek legislative changes to increase the PNA.

Scenario 7

The Complainant is the 07 Resident or family council.

The Complaint is K02 Medicaid.

The Complaint is 01 Verified.

There was no Referral made and coded as 06 None, no referral made

Question: What is the Disposition?

Scenario 7

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 7

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 8

A resident living in a residential care community complains that the home's provider will not let her go to the activity center each day as she has in the past. You investigate the complaint and discover that the activity center has reduced the number of days it is open each week. The resident was not aware the schedule was changed and is now attending the center each day it is open. The provider said that she told the resident about the schedule change but she must have forgotten. You and the provider discuss techniques to remind the resident such as keeping a calendar in her room with her activity center schedule and discuss other services in the community that the resident may be able to utilize. The resident agrees to talk to the home's provider and her caseworker about what she can do on the days the center is closed. You check back the next month and the resident reports that she is also attending a vocational program one day a week. She is happy with the new schedule.

Scenario 8

The Complainant is 01 Resident.

The Complaint is G01 Activities.

The Disposition is 01 Partially/Fully resolved.

There was no Referral made and coded as 06 None, no referral made.

Question: Was the Complaint Verified?

Scenario 8

Choose the correct answer.

01 Verified

02 Not Verified

Scenario 8

Correct answer.

01 Verified

02 Not Verified

Scenario 9

A nursing home resident who is receiving hospice services complains that he is in a lot of pain. He says the facility refused to contact his doctor about changing his pain medication. You ask the Director of Nursing to consult with the doctor.

She agrees and calls you the next day to report the doctor made a minor change in the medication dosage. You visit the resident, but he is asleep.

The nurse on duty relates that the resident has been much more comfortable. Three days later you visit the facility to see the resident again. The Director of Nursing tells you the resident died the night before.

Scenario 9

The Complainant is 01 Resident.

The Complaints are F06 Access to health related services and F07 Symptoms unattended.

Both Complaints are 01 Verified.

The Disposition for F06 Access to health related services was 01 Partially/fully resolved.

There was no Referral made and coded as 06 None, no referral made.

Question: What is the disposition for F07 Symptoms unattended?

Scenario 9

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 9

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 10

A daughter calls complaining that her mother is not bathed as often as she should be, she does not go to the senior center very often, and she has to share a room at the residential care community (RCC).

You visit the resident and observe that her skin is very dry and she reports that she dislikes taking a bath more than a few times a month.

She has little interest in going to the senior center. She likes gardening and is outside in the garden when the weather is nice. She enjoys having a roommate. She is happy at the RCC and is aware her daughter is not satisfied with her care.

Scenario 10

The Complainant is 02 Resident representative, friend, family.

The Complaint codes are C04 Room issues, F05 Personal hygiene, and G01 Activities.

The Complaints are 02 Not Verified.

There was no referral 06 None, no referral was made.

Question: What is the Disposition?

Scenario 10

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 10

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 11

Bill is unhappy with his father's dining experience at the nursing home. On a visit you observe all residents eating at cafeteria style tables and using plastic utensils. No one helps Bill's father cut his food or open his milk carton and he cannot give you direction.

You and Bill work with the facility to resolve the problem. The facility purchases round tables and different utensils. They schedule several in-services that focus on improving the dining experience for residents.

Bill is happy with these changes. Unfortunately, his father dies before all changes are implemented.

Scenario 11

The Complainant is 02 Resident representative, friend, family.

The Complaints are H02 Dining and hydration and H01 Food service.

Both Complaints are 01 Verified.

A Referral was not made 06 None, no referral made.

Question: What is the Disposition?

Scenario 11

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 11

Correct answer.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 12

A resident complains that only one alternative meal is offered at dinner. He would like at least two options. He would also like a big screen TV in the lounge closest to his room. You accompany the resident to help him share his concerns with the facility Administrator.

The facility refuses to purchase a TV with a larger screen. They maintain that the lounge near his room is too small a space and there is a big screen TV in another lounge area. The home agrees to have two alternative meals during the week, but it cannot offer two on weekends.

The resident is satisfied with alternative meals during the week, but, he is not happy about the TV.

Scenario 12

The Complainant is 01 Resident.

The Complaints are H01 Food Services and G01 Activities.

Both Complaints are 01 Verified.

Complaint H01 Food Service is 01 Partially/Fully resolved.

A Referral was not made 06 None, no referral made.

Question: What is the disposition for G01 Activities?

Scenario 12

Choose the correct answer for the disposition.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 12

Correct answer.

01 Partially or fully resolved to the satisfaction of the resident, resident representative or complainant.

02 Withdrawn or no action needed by the resident, resident representative or complainant.

03 Not resolved to the satisfaction of the resident, resident representative or complainant.

Scenario 13

You notice a bad smell when visiting a residential care community (RCC). The RCC had plumbing problems in the past and the owner was slow to resolve them. The owner is on the phone so you cannot talk to him.

The residents are upset with the smell and believe the facility is at fault due to a backed-up toilet. They blame the owner of the RCC as the facility has had issues with plumbing multiple times in recent months. The staff person you talk with does not know what is causing the odor.

You open a complaint against the facility. Returning the next day, you learn that the city was repairing a gas line behind the home and ruptured a sewer pipe. You do not smell any odors. After speaking with residents and staff, none report a problem with the plumbing and are relieved that the smell is gone. You conclude the broken sewer line was the cause of the problem and close the complaint.

Scenario 13

The Complainant is the 03 Ombudsman Program.

The Complaint code is I-01 Environment.

The Disposition is 02 Withdrawn/no action needed.

A Referral was not made 06 None, no referral made.

Question: Is the Complaint verified?

Scenario 13

Choose the correct answer.

01 Verified

02 Not Verified

Scenario 13

Correct answer.

01 Verified

02 Not Verified

Scenario 14

A resident calls asking for your help in fighting a discharge notice. She says that if she is forced to move, it will be her third nursing home in two years. She wants to stay where she is. You assist her in filing an appeal, review the discharge notice, and begin investigating the issues. The facility is not willing to review the resident assessment, care plan, or to discuss any other options. You know that the local legal services provider has represented other residents in the fair hearing process. The resident is eager to have you make a referral on her behalf when you tell her about the hearing process. You contact legal services and they agree to take the case. The hearing officer rules that the resident can remain in the nursing home.

Scenario 14

The Complainant is 01 Resident.

The Complaint code is C03 Discharge or eviction.

The Complaint is 01 Verified.

The Disposition is 01 Partially/fully resolved.

Question: To whom was the referral made?

Scenario 14

Choose the correct answer.

- 01 Licensing, regulatory, or certification agency
- 02 Adult Protective Services
- 03 Law enforcement or prosecutor
- 04 Protection and advocacy
- 05 Legal services

Scenario 14

Correct answer.

01 Licensing, regulatory, or certification agency

02 Adult Protective Services

03 Law enforcement or prosecutor

04 Protection and advocacy

05 Legal services

QUESTIONS?

Summary

- Administration for Community Living's perspective
- Part III Training Materials
 - Verification, Disposition, Referral, and Closing Cases
 - Quiz
 - Quiz Answer Sheet
 - Closing the Case
- Quiz Activity
- Questions and Answers
- Resources


RESOURCES

NORS Instructions, Training, and Materials

https://ltcombudsman.org/omb_support/nors

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Specialized Information for:
[Nursing Homes](#) [Assisted Living/Board & Care](#) [Home and Community Based Services](#)



| | |
|---|---|
| NORC Conference Calls/Webinars | <h2>National Ombudsman Reporting System (NORS)</h2> <p>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.</p> <ul style="list-style-type: none">• Instructions for Completing the NORS Form• Complaint Codes• NORS Data• NORS FAQs• NORS Training• Revised NORS Data Collection – effective October 1, 2019 |
| NORC Notes | |
| National Ombudsman Reporting System - (NORS) | |
| ▶ NORS Data | |
| ▶ NORS FAQs | |
| ▶ NORS Training | |
| ▶ Revised NORS Data Collection | |
| Program Management | |
| Program Promotion | |

Revised NORS Data Collection


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NORC Conference Calls/Webinars

NORC Notes

National Ombudsman Reporting System - (NORS)

- NORC Data
- NORC FAQs
- NORC Training
- **Revised NORS Data Collection**

Program Management

Program Promotion

Ombudsman Program Examples

Revised NORS Data Collection effective October 1, 2019

These are the final revised NORS data collection tables that State Ombudsman programs will use to report data starting on October 1, 2019. NORC is in the process of creating new training materials for the revised NORS data codes and activities. The following information is also available on the ACL [website](#).

- **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)**
- **Revised NORS Training Materials**
- **Revised NORS Training Webinar Series**

Revised NORS Training Materials

Part I Revised NORS Training Materials

Start Using Revised NORS – October 1, 2019



NORS Training by NORC

- Webinars will review the data elements with specific case examples to discuss. *Training modules will be released prior to each webinar.*
- Register for one webinar you are registered for the entire series.
- Webinar recordings and materials available here - https://ltcombudsman.org/omb_support/nors/revised-nors-data-collection
- NORS Webinars 2019 – 3:00 – 4:30 p.m. ET
- Part IV: Activities – May 29



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