

# NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART IV

## Ombudsman Program Activities<sup>1</sup> Quiz Answer Sheet on Codes S-51 through S-68

**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 (ACL/AoA) 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.

Each person taking the quiz needs to have **NORS, Table 3 State Program Information, Part H**, as a reference for the definitions of terms, the codes and values, and examples and reporting tips, to answer the quiz questions. This Quiz covers sections S-51 through S-68.

If questions arise regarding the Part IV quiz answers, refer to Table 3 for additional information.

Some of the answers in the quiz will be easy and obvious to code when entering data into your software system. They are included in the quiz to introduce some of the reporting data elements that are being collected in this version of NORS.

### Training for staff of nursing facilities and residential care communities: Codes S-51 and S-52

1. You conduct an in-service training at a nursing facility in your area. To make the training available to all staff, you present the training at two different times during the day.

Who’s the audience? Nursing facility staff

How many sessions? 2

**Report each training instance as a separate session even if repeated at the same facility, such as at different shifts, or when repeated at a conference. You provided two training sessions with the staff attendance split between two sessions on the same day.**

2. You conduct a training for staff in a residential care community. Another residential care community requests the same training program and you conduct the session for that community.

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<sup>1</sup> ACL Table 3: State Program Information Part H

Who's the audience? Residential care community staff

How many sessions? 2

**You conduct training at two different facilities and this counts as two sessions even though the content was the same.**

3. Your local Ombudsman program developed a web-based, on-demand training on residents' rights for facility staff that tracks information about each person who completes the course. When you review the information report on the course, you see that some of the training was viewed by 100 people. By the end of the year, 50 people completed the entire course. More than half of the individuals who completed the course were nursing facility staff.

Who's the audience? Nursing facility staff

How many sessions? 1

**Decide which staff type to select based on the affiliation of most individuals who completed the session. If the Ombudsman program has a web-based, on-line or on-demand, training session, the program needs a way to determine if anyone completes the course and their facility type to be able to report it in NORS. If a course is available but no one completes it, that course cannot be reported as a training session in the NORS report. The number of individuals completing the course is not reported in NORS although a state may choose to collect that data.**

4. Your local Ombudsman program creates an abuse reporting training and offers it as a web-based training on the program's website. No registration is required. You can see a report of the number of times the abuse reporting training page is viewed but no other user data is available.

Who's the audience? Unknown

How many sessions? 0

**Posting training information without a method to determine if anyone completes the course and the type of facility that the trainees represent, does not count as a training in NORS. There is no way to determine if anyone received the training.**

#### **Information and Assistance: Codes S-53 through S-55**

5. Mrs. Petro emails the Ombudsman program asking for information regarding a nursing home care plan conference for her husband. You respond and attach information about how to prepare for a care plan conference. A couple of days later, Mrs. Petro emails you with another request asking how to learn what the current care plan says and how to get the home to include her ideas in a new plan. You respond with detailed answers to Mrs. Petro's questions and include links to specific resources.

How many information and assistance instances? 2

**The two requests count as two instances because they were received and responded to, on different days. This data element (S-55) is intended to capture the number of instances when the Ombudsman provided information and assistance. It is not a count of the number of individuals who received information and assistance.**

6. Kathy Perez, the social worker at Peaceful Acres Assisted Living, calls you asking for a residents' rights poster and tips on how to keep residents informed of their rights. You share a few tips over the phone. That day, you mail the poster to the facility address. Later, you remember a resource list of ideas related to keeping residents informed of their rights and you send that resource to Kathy.

How many information and assistance instances? 1

Facility type: Residential Care Community

**Your follow-up with an additional resource is in response to the initial request, so it counts as one information and assistance. Sending the resource list was not in response to an additional request for information and assistance. Peaceful Acres is an assisted living facility; therefore, you report it as one information and assistance, residential care community.**

**Ombudsman visits: nursing facilities and residential care communities: Codes S-57 and S-58, S-60 and S-61**

Assume that all visits in each scenario are to the same facility. Document all visits to facilities by the type of facility: nursing home or residential care community. The visits may be associated with additional activities that are also documented as NORS codes such as complaint investigation, information and assistance, resident council participation, or family council participation. This section of the quiz focuses on how to report the number of facility visits and whether the visit was complaint related.

7. You make one visit to a facility in response to three complaints.

How many visits? 1

Complaint related? Y

8. You make one visit to a facility to visit residents to provide them with access to the Ombudsman program.

How many visits? 1

Complaint related? N

**The data element reported is the number of visits to a facility, not the number of residents visited. The reason for your visit was not in response to a complaint.**

9. You visit a facility to follow-up on a complaint. While you are there, you visit other residents and observe interactions between residents and staff that are not related to the complaint.

How many visits? 1

Complaint related? N

**You made one visit to one facility. Although your initial reason was to follow-up on a complaint, you also conducted routine access visit activities such as meeting with other residents and observing interactions between residents and staff so you would document this as a routine access visit (not complaint related).**

10. You visit a facility because you know there is a new administrator and the facility is due for a routine visit. You speak with several residents and some staff members. While speaking with a resident she shares a complaint and asks for your assistance in addressing it with staff.

How many visits? 1 Complaint related? N

**Since you visited with several residents and spoke with staff in addition to receiving a complaint from a resident, the visit would count as a routine access visit (non-complaint related).**

11. You and another Ombudsman visit a facility together after a family member asks you to help resolve a problem with her mother's care.

How many visits? 1 Complaint related? Y

**One visit is reported because both Ombudsmen visit together to address the same problem. NORS collects the number of facility visits in response to complaints or to give residents access to the Ombudsman program (non-complaint related). The number of individuals making those visits is not reported in NORS. Your State Ombudsman may have additional guidance regarding how to enter the data on visits by two Ombudsmen to the same facility at the same time.**

12. You visit a facility to work on a complaint. Later that day, someone calls with a different complaint on the same facility. Another Ombudsman takes that complaint and makes a visit in the afternoon.

How many visits? 2 Complaint related? Y

**This counts as two visits because there were two residents with two separate complaints and two different Ombudsmen visited the facility.**

13. You stop at a facility and drop off residents' rights posters and brochures. You visit with several residents, including the Resident Council President, and she invites you to attend the Resident Council meeting that afternoon. Although you cannot attend the meeting, another Ombudsman goes to the meeting.

How many visits? 2 Complaint related? N

**There are two visits, two Ombudsmen going to the same facility at different times and for different purposes. Although the first visit was brief, its purpose was to promote access to the Ombudsman program and it resulted in a request to attend the resident council meeting. Neither visit is complaint related. The second visit would also be coded as a resident council participation (S-64 or S-65 depending on the facility type).**

**Participation in facility survey, resident council, family council: Codes S-62 through S-67**

14. You share pre-survey information with the assisted living surveyors and participate in the exit conference.

How many survey activities? 2 Facility type: Residential Care Community

**Although both activities relate to one survey, it is reported as two activities. NORS instruction is to count the number of instances, not the number of residential care communities (RCC) that had survey activity. Therefore, it is permissible to have multiple survey activities associated with one RCC.**

15. You participate in the exit conference for a survey at a nursing facility and several weeks later, you participate in the informal dispute resolution regarding the same facility.

How many survey activities? 2 Facility type: Nursing Facility

**NORS instruction is to count the number of instances, not the number of facilities that had survey activity. Therefore, it is permissible to have multiple survey activities associated with one facility.**

16. The president of the resident council at Happy Acres Nursing Home asks you to join their meeting. Afterwards, the president asks you to provide training to their council leadership. You do that a week later.

How many resident council activities? 2 Facility type: Nursing Facility

**It is two activities because they occurred at different times and were different in purpose.**

17. A family council is beginning to develop at a residential care community (RCC). One of the members invites you to their meeting as a resource and you attend. The next week, the newly elected president asks you to share resources to help the council's effectiveness. You send the president some information. Later that month, another RCC family council asks you to speak at their meeting and you do.

How many family council activities? 2 Facility type: Residential Care Community

**There are two family council activities: attending a meeting at one RCC and speaking at a different family council meeting. Sending information to the family council president is an Information and Assistance activity to report under code S-55. If you provide technical support, consultations, or resource information, to a resident or family council outside of a council meeting, that activity is an Information and Assistance.**

## **Community education sessions: Code S-68**

18. You spend the morning staffing a booth during a health fair providing information about the Ombudsman program to 150 people. In the afternoon, you make a presentation on long-term care facilities and residents' rights at a senior center. Fifty people attended.

How many community education activities? 2

**Two different community education sessions were conducted; this counts as two instances. The number of instances (or activities) is reported in NORS, not the number of individual contacts.**

19. You finish an article on the Ombudsman program for the Area Agency on Aging's (AAA) newsletter, post a few photos of the recent Ombudsman recognition ceremony on the Ombudsman program's Facebook account and tweet about it, and attend a caregivers' meeting to share information about the Ombudsman program. The AAA newsletter has a circulation of 1,000 addresses. You know it will take a few days to determine the reach of your social media posts.

How many community education activities? 1

**The caregivers' meeting counts as one community education activity (S-68). Newsletters, blogs and other forms of media communication are not reported as community education activities in NORS. State Ombudsman programs may choose to collect the data even though it is not reported in NORS.**

20. The Ombudsman program has a web-based training program for consumers that tracks information about each person who completes the course throughout the year. When you review the information on attendees, there are 65 people who viewed part of the course and 30 who completed the entire course, including the quiz.

How many community education activities? 1

**One training program was developed and posted. The program has a way to determine that people completed the course, so the community education course can be reported in NORS. The number of individuals who take a course is not reported in NORS.**

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