New LTC Ombudsman State Certification Training

Friday: March 6th, 2020

9:00AM—4:30PM   National Ombudsman Reporting System for NC

A. NCID/Test Site NORS-NC Log-In's, Security Overview
Henry Harding, IT Manager
Sri Kalvoju, Business Technology Applications Developer
NC Division of Information Technology Division

B. NORS-NC Training
  ➢ Introduction to Principles of Ombudsman Reporting in NORS NEXT (Powerpoint)
  ➢ Complaint Management (Case Record Details)
  ➢ Principles of AGI Reporting in NORS NEXT
  ➢ Issues and State LTC Ombudsman Consent
  ➢ Community Advisory Committee
  ➢ Reports
  ➢ AOA Definitions and NORS Reporting
    Victor Orija, State LTC Ombudsman
    Renee Kea, Omb. Elder Rights Specialist