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

The logo features the words "VIRTUAL OFFICE HOUR" in white capital letters on a dark blue background. "VIRTUAL" is inside a white speech bubble with a mouse cursor pointing to it. "OFFICE" is in a large, spaced-out font. "HOUR" is in a large, spaced-out font, with the letter "O" replaced by a green clock face. A green rectangular box with a thin border is positioned below "OFFICE" and "HOUR", containing the text "Last Wednesday of the Month" in white, italicized font. A green line connects the top of this box to the letter "E" in "OFFICE".

VIRTUAL OFFICE
HOUR
*Last
Wednesday
of the Month*

National Ombudsman Reporting System (NORS)

July 26, 2023

Housekeeping

- ▶ Use the **chat feature** to submit comments or respond to questions from speakers or other attendees.
- ▶ Links to **resources** will be posted in the chat box and will be posted to the NORC website – ltcombudsman.org.

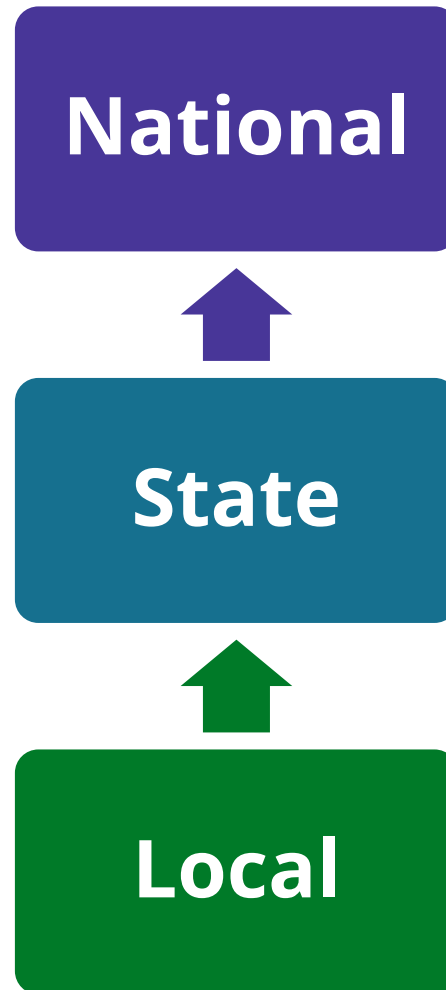


NORS Basics, Updates, and Reminders

National Ombudsman Reporting System (NORS) *Basics*

- ▶ NORS is the uniform data collection and reporting system required for use by all State Long-Term Care Ombudsman programs.
- ▶ NORS was developed based on reporting requirements in the Older Americans Act and provides a way for programs to capture and report core program activities.
- ▶ NORS brings consistency in data collection and reporting nationally for the work of the Ombudsman Program.

How is NORS Data Used?



NORS Training

- ▶ **Part I:** Case, Complaint, Complainant, and Information and Assistance
- ▶ **Part II:** Complaint Coding
- ▶ **Part III:** Verification, Disposition, Referral, and Closing Cases
- ▶ **Part IV:** Ombudsman Program Activities
- ▶ **Each Part:**
 - ▶ Basic Principles
 - ▶ Quiz
 - ▶ Quiz Answers
 - ▶ PowerPoints – **NEW!**

NORS Tables

- ▶ NORS training materials are based on ACL's NORS Tables
 - ▶ Table 1: Case and complaint codes, values, and definitions
 - ▶ Table 2: Complaint codes and definitions
 - ▶ Table 3: State Program Information
- ▶ Links to tables - https://ltcombudsman.org/omb_support/nors



New NORS Frequently Asked Questions (FAQs)

“

My state requires entities to send copies of alleged abuse or incident reports to my program. Upon receipt, do I automatically document those reports as complaints?

NEW NORS FAQs

Q - My state requires entities to send copies of alleged abuse or incident reports to my program. Upon receipt, do I automatically document those reports as complaints?

A - No. Receiving a copy of alleged abuse or incident report does not automatically count as a complaint. Examples include, but are not limited to, a state requiring long-term care facilities to send copies of incident reports to the Ombudsman program and/or a state requiring Adult Protective Services (APS) to send copies of their reports or referrals to the Ombudsman program.



How do I document when I provide training about Residents' Rights (or another topic) to a group of residents in a nursing facility that is not during an official Resident Council meeting?

NEW NORS FAQs

Q – How do I document when I provide training about Residents’ Rights (or another topic) to a group of residents in a nursing facility that is not during an official Resident Council meeting?

A – Not all residents participate in resident council meetings. However, **all residents are automatically considered part of a resident council [or “resident group” per federal nursing facility requirements, §483.10(f)(5)] just by residing in the long-term care facility.**

Since all residents of a long-term care facility are automatically considered Resident Council members and you provided training to a group of residents, not “information and assistance” to an individual resident, **you would document this training as “resident council participation: nursing facility” (S-64).**

“Resident council participation” in nursing facilities (S-64) and residential care communities (S-65) is defined in [NORS Table 3](#) as “total number of instances of attendance, at resident councils, including meeting with council leadership, and training of resident councils at [nursing facilities/residential care communities] by representatives of the Office.”



I host monthly virtual meetings (e.g., Facebook live, Zoom meeting) for family members of individuals living in long-term care facilities and the public to share information and respond to questions about and long-term care issues. How do I document these meetings?

NORS FAQs

Q - I host monthly virtual meetings (e.g., Facebook live, Zoom meeting) for family members of individuals living in long-term care facilities and the public to share information and respond to questions about and long-term care issues. How do I document these meetings?

A - Document these meetings as community education (S-68). Count each meeting as once instance. Community education is defined as “Total number of instances of community education outreach sessions by Ombudsman program.” Review [NORS Table 3](#), Community Education (S-68) for examples and reporting tips.



My program frequently posts information on our website and social media platforms. We also email a monthly e-newsletter to our listserv which includes residents, family members, and our volunteers. Do these activities count as community education or information and assistance?

NORS FAQs

Q – My program frequently posts information on our website and social media platforms. We also email a monthly e-newsletter to our listserv which includes residents, family members, and our volunteers. Do these activities count as community education or information and assistance?

A – **None of these activities count as community education or information and assistance.** There is not a way to verify that recipients received and reviewed the information, so newsletters, blogs, and other forms of media do not count as community education. NORS defines information and assistance as providing individual instances of information to individuals or facility staff, so emailing an e-newsletter and posting information would not be documented as information and assistance. Review [NORS Training](#) Parts I and IV and NORS Tables [1](#) and [3](#) for additional information about information and assistance and community education.



If Resident or Family Councils hold their meetings virtually and invite me to attend and listen to their concerns, share information, and respond to questions, how do I document my participation?

NORS FAQs

Q - If Resident or Family Councils hold their meetings virtually and invite me to attend and listen to their concerns, share information, and respond to questions, how do I document my participation?

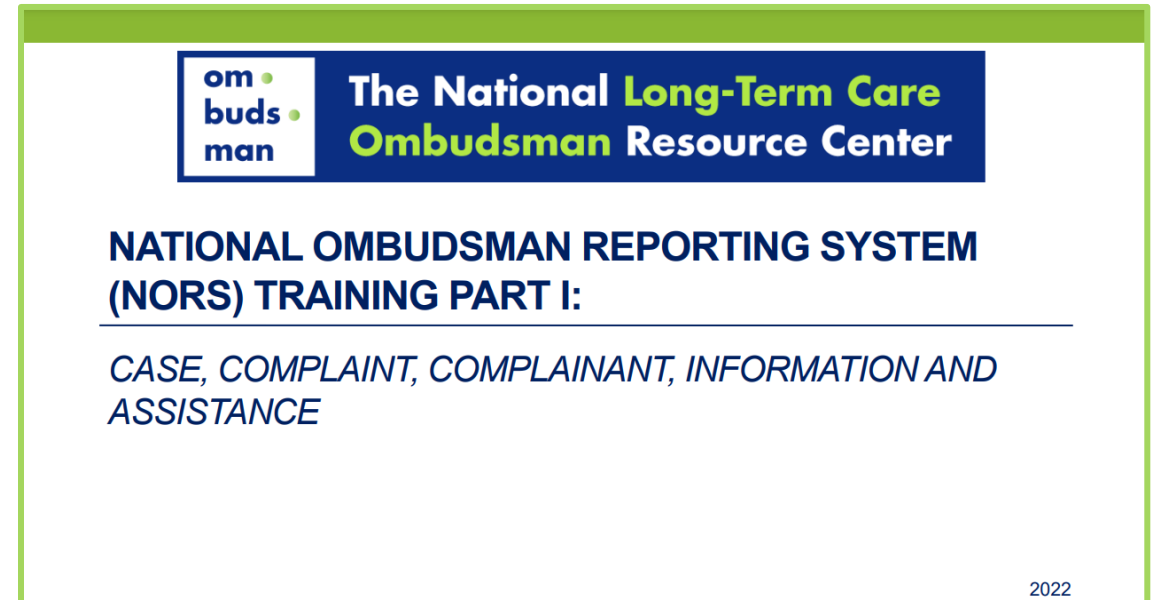
A - **Document your attendance during virtual council meetings in the appropriate category of resident council (S-64, S-65) or family council (S-66, S-67) participation.** Count each meeting as one instance. Similarly, if you meet with council leadership or provide training to a resident or family council virtually, document those activities in the appropriate category of resident or family council participation.



Resources

NEW Training PowerPoints

- ▶ PowerPoint for each Part
- ▶ Use for initial and on-going training
- ▶ Use with other training materials (Basic Principals, Quiz, Quiz Answers, etc.)
- ▶ https://ltcombudsman.org/omb_support/nors/nors-training



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NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART I:

CASE, COMPLAINT, COMPLAINANT, INFORMATION AND ASSISTANCE

2022

NORS

https://ltcombudsman.org/omb_support/nors

The screenshot shows the website's navigation menu with 'Support' highlighted. Below the menu is the organization's logo and a 'Specialized Information for:' section with buttons for 'Nursing Homes', 'Assisted Living/Board & Care', and 'Home and Community Based Services'. The main content area features a sidebar with 'National Ombudsman Reporting System - (NORS)' selected, and a main heading 'National Ombudsman Reporting System (NORS)'. The text explains that ombudsman programs report activities to the ACL/AoA, with data available on the ACL AGing, Independence, and Disability (AGID) Program Data Portal and the NORC website. A red note states that materials with 'UPDATED' were revised in December 2021. A link to 'The Basics - What You Must Know' is provided, along with a bullet point for 'Table 1: NORS Parts A, B and C - Case and complaint codes, values, and definitions - UPDATED'.

Home News About ▾ New ombudsman? Library ▾ Events ▾ Support ▾ Issues

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Specialized Information for:

Nursing Homes Assisted Living/Board & Care Home and Community Based Services

COVID-19

NORC Webinars

NORC Notes

National Ombudsman Reporting System - (NORS)

- ▶ NORS Data
- ▶ NORS FAQs
- ▶ NORS Training
- ▶ NORS FAQ and TA Open Dialogue Webinars

National Ombudsman Reporting System (NORS)

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 AGing, Independence, and Disability (AGID) Program Data Portal [here](#) and on the NORC [website](#).

NOTE: The materials with UPDATED next to them were revised in December 2021. Use these versions for training, the links have changed.

The Basics – What You Must Know

- **Table 1: NORS Parts A, B and C - Case and complaint codes, values, and definitions - UPDATED**

NORS FAQs

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

NORS Frequently Asked Questions (FAQs)

This page contains answers to frequently asked questions regarding the National Ombudsman Reporting System (NORS). 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). View these FAQs in a [PDF here](#). View the *Asked and Answered: Frequently Asked Questions (FAQs) about the Revised NORS* [webinar recording](#) which is based on the first round of FAQs.

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**
- **Complainant**
- **Complaint Coding**
- **Disposition**

Questions?



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- ▶ Review NORS Training materials
https://ltcombudsman.org/omb_support/nors/nors-training
- ▶ Review NORS FAQs
https://ltcombudsman.org/omb_support/nors/nors-faqs
- ▶ Refer to your state program policies and procedures
- ▶ Ask your supervisor
- ▶ Ask your State Ombudsman
- ▶ Ask Us!
ombudcenter@theconsumervoice.org



What Are Your FAQs?

Contact Information



- ▶ Amity Overall-Laib | aoverallaib@theconsumervoice.org
- ▶ NORC | ombudcenter@theconsumervoice.org

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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 900MRC0002-02-00, 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.