

# NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART II

## Complaint Coding Beyond the Basics Quiz

**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, updated 10/1/21, expiration date 10/31/24). 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 1: NORS Case and complaint codes, values, definitions**, and **NORS, Table 2: Complaint codes and definitions**. For each scenario below, give the number of cases, number of complaints, complainant, perpetrator if applicable, and the primary complaint code for each complaint. Use only one complainant per case and only one complaint code for each complaint. For purposes of this training, assume that the resident gives consent to investigate if not otherwise indicated.

**When reviewing each scenario below, remember:**

- a. A **case** must have a minimum of one complaint.
- b. 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.
- c. A **complainant** is an individual (i.e., resident, resident representative, family, staff) who requests Ombudsman program complaint investigation services regarding one or more complaints made by, or on behalf of, residents.

1. A nursing facility staff person tells you that Mrs. Wright’s son, who has power of attorney for his mother, is using her income for his own purposes and has not paid her bill for three months. The staff person requests your involvement in resolving the nonpayment issue. Mrs. Wright tells you that she is worried that her bill is not getting paid and she hopes you can do something about it.

Number of cases:	_____	
Number of complaints in each case:	Case #1: _____	Case #2: _____
Complainant for each case:	Case #1: _____	Case #2: _____
Complaint code for each complaint:	Case #1: _____	Case #2: _____
	Perpetrator: _____	

2. You go to the facility in the middle of the afternoon. Mrs. Rivera tells you that she used her call light twice that morning and each time she had to wait 20 minutes before someone came to help her.

Number of cases: \_\_\_\_\_  
Number of complaints in each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_  
Complainant for each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_  
Complaint code for each complaint: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

3. You visit Mrs. Brown in the morning. She tells you that she needed help getting to the toilet during the night and she kept pressing her call light button for over an hour, but no one came to help her. When an aide finally came, she told Mrs. Brown that she was sorry it took so long, but three aides had called in sick, so it was taking her longer to get to everyone who needed help. Mrs. Brown is upset that the administrator did not find extra help.

Number of cases: \_\_\_\_\_  
Number of complaints in each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_  
Complainant for each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_  
Complaint code for each complaint: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

4. You are in Sunrise Nursing Home for the second time in a week. You are on your way to visit Ms. Tai. During both visits to Sunrise, you've noticed that many call lights are going unanswered. Today, you overhear an aide say that they don't have enough staff on duty. She complains that she has five additional residents to care for and she just can't answer all the call bells. When you meet with Ms. Tai, she explains that she is not getting enough physical therapy. She also tells you that no one has changed her sheets today and it is wet.

Number of cases: \_\_\_\_\_  
Number of complaints in each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_  
Complainant for each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_  
Complaint code for each complaint: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

5. Ms. Green's daughter, Ann, calls you because she wants Sunrise Nursing Home to return a radio that she had given to her mother. The Sunrise staff told Ann that shortly before she died, Ms. Green had given the radio to her roommate's niece because she thought she would enjoy it. The staff documented this gifting of the radio on her list of personal items. Ms. Green signed the revised list.

Number of cases: \_\_\_\_\_

Number of complaints in each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

Complainant for each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

Complaint code for each complaint: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

6. Mr. Brown’s daughter, Ellen, calls you a month after her father died. Sunrise Nursing Home just sent the funds that were in her father’s personal needs account at the home. He had been on Medicaid. He had about \$500 less in the account than she thought he had. The facility told her they had charged him 50 cents per mile whenever he took the van to church and whenever he went with them on field trips. Ellen said the facility never told her or her father about the mileage fee. She’s angry with the facility. She wants them to pay her back.

Number of cases: \_\_\_\_\_

Number of complaints in each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

Complainant for each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

Complaint code for each complaint: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

7. During a visit, you meet Mr. Travis and he tells you that he wants to leave the nursing facility and return to the community, but he hasn’t heard anything from the transition coordinator. He gives you permission to speak with the nursing facility social worker. The social worker tells you she contacted the local contact agency twice in the last two months, but no one has returned her call or visited Mr. Travis to discuss transitioning to the community.

Number of cases: \_\_\_\_\_

Number of complaints in each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

Complainant for each case: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

Complaint code for each complaint: Case #1: \_\_\_\_\_ Case #2: \_\_\_\_\_

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