

NORS Part IV, Quiz

Introduction and Instructions

Purpose

The purpose of this quiz is to give ombudsmen an understanding of Administration on Aging (AoA) definitions of required ombudsman activities to be reported on NORS. All ombudsmen must follow this guidance to ensure that states report ombudsman activities in a consistent manner, making ombudsman data comparable. These activities give AoA a nationwide snapshot of services provided in support of long-term care residents and represents the range of work that Ombudsmen routinely conduct.

Reminder

States can use wide discretion in capturing certain Ombudsman program activities. Training and consultation topics and calculation of percentage measures vary from state to state. For example, states can choose to develop consultation and training topics to reflect initiatives, such as, Culture Change or Money Follows the Person. States may also choose a specific method to calculate the estimated percentage of time spent on technical assistance and systems advocacy. Any methodology that a state chooses to use is acceptable.

State Ombudsman Programs frequently capture information that goes beyond the federal requirements; for example, many states also record complaint related visits, care conferences or complaint investigation strategies. All ombudsman activities are critical to promoting and protecting resident quality of life, rights and care, even if not counted in NORS. The reporting of these activities at the state level is often essential to telling the ombudsman story, especially with regards to educating the media, legislators and policy makers.

Instructions

For each situation, identify the proper activity and its corresponding measure or topic. In your answer, include every measure that is required. Reported activities may be completed by paid or volunteer ombudsmen at the state or local level. AoA directs ombudsmen to report exact numbers wherever possible; where not possible, provide a best estimate of the numbers requested. Record each activity only once, under the most appropriate heading.

The Annotated NORS Activity Chart included with this quiz lists and defines twelve activities. It also describes measures for each activity. **Refer to the Annotated NORS Activity Chart as you complete the quiz.**