

National Ombudsman Reporting System (NORS)

Training: Part 4

Ombudsman Program Activities¹ Quiz Answer Sheet on Codes S-51 through S-68

REMINDER: Use the [NORS tables](#) developed by the Administration for Community Living/Administration on Aging with these training materials when indicated. The NORS codes and definitions used in these materials are taken from 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 4 quiz answers, refer to Table 3 for additional information.

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.

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.

¹ ACL Table 3: State Program Information Part H

3. Your 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 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.

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

5. Mrs. Petro emails the Ombudsman program asking for information regarding a nursing facility 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 facility 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 as separate activities. This data element (S-55) is intended to capture the number of instances when the Ombudsman program 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 a residential care community; 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

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.

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

How many visits? 1

8. You make one visit to a facility and speak with several residents.

How many visits? 1

The data element reported is the number of visits to a facility, you do not need to report the number of residents visited for NORS. However, if you respond to requests for information, you document the instances of information and assistance provided.

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

You made one visit to one facility. Document activities conducted during the visit and follow your state policies and procedures regarding documentation.

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

How many visits? 1

One visit is reported because two Ombudsman program representatives visit at the same time to address the same problem. NORS collects the number of facility visits, not the number of representatives participating in the visit. Your State Ombudsman may have additional guidance regarding how to enter the data on visits by two representatives to the same facility at the same time.

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

How many visits? 2

This counts as two visits because there were two residents with two separate complaints and two different representatives visited the facility at different times.

12. 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 program representative goes to the meeting.

How many visits? 2

There are two visits, two representatives 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. The other representative would also document resident council participation (S-64 or S-65 depending on the facility type) as an activity during the second visit.

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

13. You share pre-survey information with the residential care community 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 and one survey.

14. 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.

15. 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.

16. 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.

How many family council activities? 1 Facility type: Residential Care Community

This counts as one participation in a family council as you attended one meeting. Sending information to the family council president is an instance of Information and Assistance to report under code S-55. If you provide technical support, consultations, or resource information, to a resident or family council or group outside of a council meeting, that activity is an instance of Information and Assistance.

Community education sessions: Code S-68

17. 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.

18. You provide an article about the Ombudsman program for the Area Agency on Aging's (AAA) e-newsletter. The AAA e-newsletter is distributed to aging and disability service providers in your region, current and previous AAA services clients, and other community members that signed up for the AAA mailing list. The circulation is about 1,000 individuals.

How many community education activities? 1

Newsletters and other forms of media that impart information about long-term care or the Ombudsman program may be counted as community education. However, the number of individuals receiving information is not counted.

19. 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. Only report the web-based training once, the year you created and posted it. The number of individuals who take a course is not reported in NORS.

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