

National Ombudsman Reporting System (NORS)

Training: Part 4

Ombudsman Program Activities¹ Quiz 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 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? _____

How many sessions? _____

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? _____

How many sessions? _____

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? _____

How many sessions? _____

¹ ACL Table 3: State Program Information Part H

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? _____ How many sessions? _____

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? _____

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? _____
Facility type: _____

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? _____

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

How many visits? _____

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? _____

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? _____

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? _____

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? _____

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? _____ Facility type: _____

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? _____ Facility type: _____

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? ____ Facility type: _____

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? _____ Facility type: _____

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? _____

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? _____

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? _____

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