

Introduction: Moving from Aggregated to Case Record Data

The current National Ombudsman Reporting System (NORS) guidance asks Ombudsman programs to provide aggregated data for cases and complaints. See OMB NO.: 0985-0005 Instructions Part I. The new NORS guidance requires Ombudsman programs to provide specific data for each case and complaint.

The new reporting software system, Older Americans Act Performance System (OAAPS) enables Ombudsman programs to report this case record data to ACL.

This introduction lists basic case and complaint data elements in revised NORS data tables to be reported in OAAPS. The Introduction:

- Includes the definition for each element;
- Lists all the elements that now must be included in the new case record data that State Ombudsman Programs submit to ACL;
- Highlights elements that were not previously required in NORS ;
- Explains how the elements have been modified; and
- References the specific OAAPS section related to each element.

Element	Definition	Status	Revised NORS
Case Number	The unique identifier used for each case	New: Although Ombudsman programs record this information for each case, in the past, only aggregated data was reported to ACL in the Ombudsman Reporting Tool (ORT) as required by NORS. Under OAAPS, this specific case record data will be included in the Ombudsman program's reports.	CA-01
Date Case Opened	Month, day and year the case was opened	New: See "New" above.	CA-02
Date Case Closed	Month, day and year the case was closed	New: See "New" above.	CA-03
Facility or Setting	Type of Facility or setting for the case	New: See "New" above Modified: Board and Care is replaced with Residential Care Community.	CA-04

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Element	Definition	Status	Revised NORS
Complainant	Complainant -an individual (i.e., resident, resident representative, family) who requests Ombudsman program complaint investigation services regarding one or more complaints made by, or on behalf of, residents.	New: See “New” above. Modified: The term “party (i.e. husband and wife; siblings)” is deleted. Individual now includes the resident, resident representative and family.	CA-05
Complaint Number	The unique identifier used for each complaint.	New: Although Ombudsmen record this information for each case, in the past, only aggregated data was reported to ACL in the Ombudsman Reporting Tool (ORT) as required by NORS. Under OAAPS, this specific case record data will be included in the Ombudsman program’s reports.	CD-01
Date complaint Opened	Month, day and year the complaint was opened.	See “New” above.	CD-02
Date complaint closed	Month, day and year the complaint was closed.	See “New” above.	CD-03
Complaint	Complaint: 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 resident of a long term care facility.	Modified: The number of complaint codes is reduced. Some codes were eliminated and some subsumed into other codes. For a list of new codes, examples and reporting tips, see Table 2.	CD-04
Perpetrator	The perpetrator is type of person(s) who appears to have caused the abuse/neglect or exploitation.	New: Ombudsmen must now provide information about the perpetrator in abuse, gross neglect and exploitation complaints.	CD-05
Referral Agency	The agency or agencies to which a complaint was referred to as part of the Ombudsman program’s plan of action for complaint resolution.	New: Ombudsmen must indicate the type of agency to which a complaint was referred as part of the plan of action for complaint resolution.	CD-06
Complaint Verification	A confirmation that most or all facts alleged by the complainant are likely to be true.	Modified: The definition is simplified to eliminate	CD-07

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Element	Definition	Status	Revised NORS
		redundancy.	
Complaint Disposition	Final resolution or outcome of the complaint	Modified: Resolution codes a and d are deleted; e is rolled into c ; and, the partially and fully resolved codes (f and g) are combined.	CD-08