

# NORS CONSISTENCY

How to enter data and preserve your sanity

Part 1  
Case vs. Consultation

Shelley Hitt  
Colorado State Ombudsman  
7-26-11

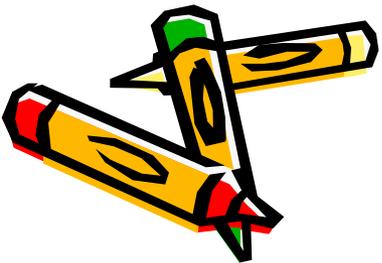
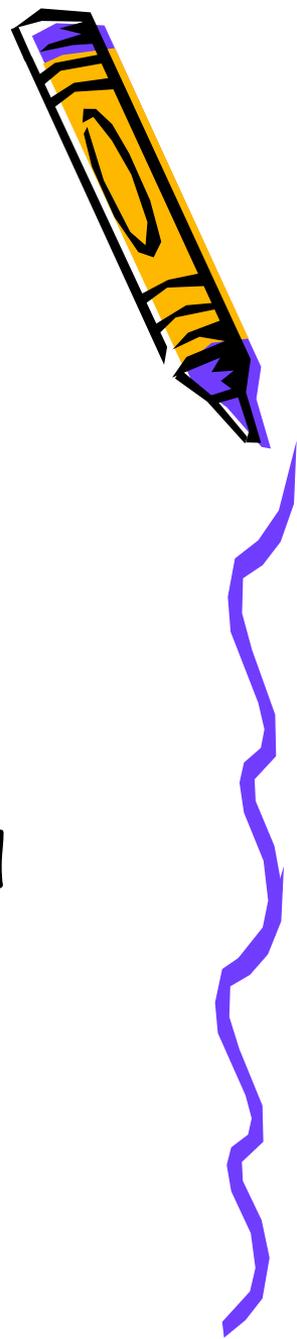


# Today

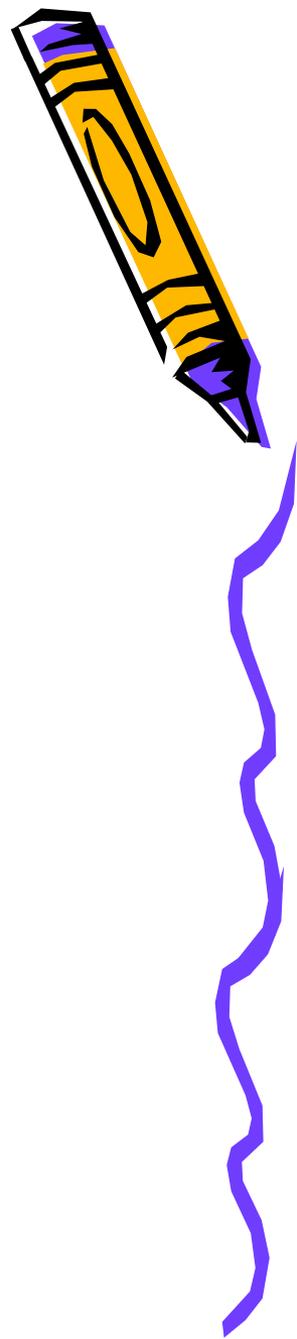
- Case vs. Consultation

## Future topics

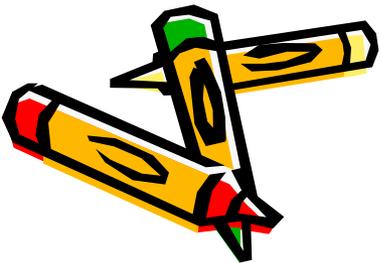
- When to close a case
- Activities
- Disposition: partially or totally resolved
- What does verified really mean
- Other?????



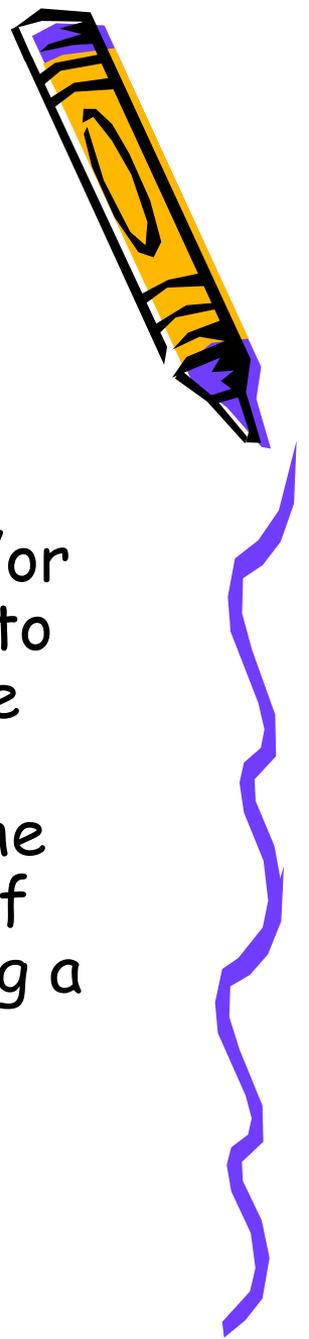
# 100 Other questions that you have



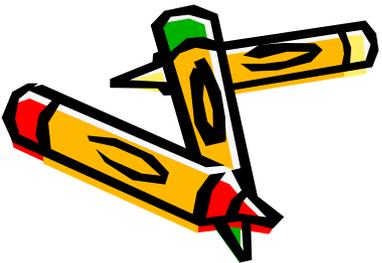
- WINC
- Parking Lot
- Assign Research /draft answer
- Resources
- Four Webinars



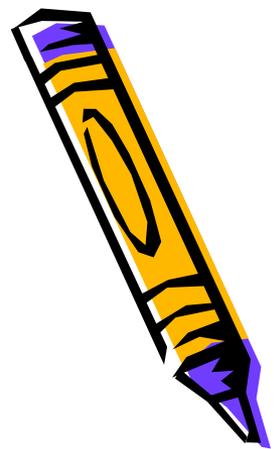
# Definitions



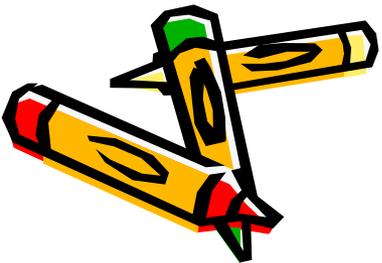
- **Case:** A **case** includes one or more complaints brought to, or initiated by, the ombudsman in which the ombudsman is actively involved and/or which the ombudsman investigates and works to resolve. (There may be complaints in which the ombudsman is actively involved which another agency investigates and also helps resolve.) The number of cases is equivalent to the number of complainants. (One or more people jointly filing a complaint count as one complainant)



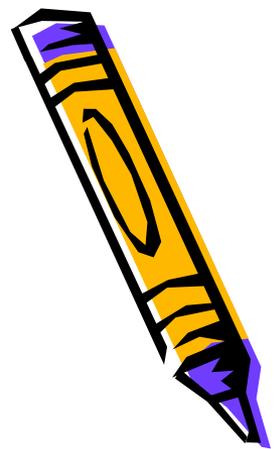
# Complaint



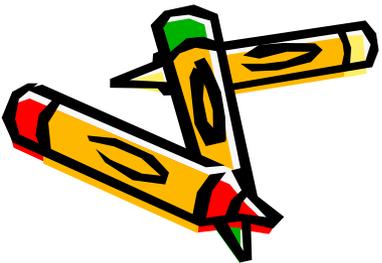
- A **complaint** is a concern brought to, or initiated by, the ombudsman for **investigation and action**
- a) on behalf of one or more residents and
- b) relating to the health, safety, welfare or rights of a resident.



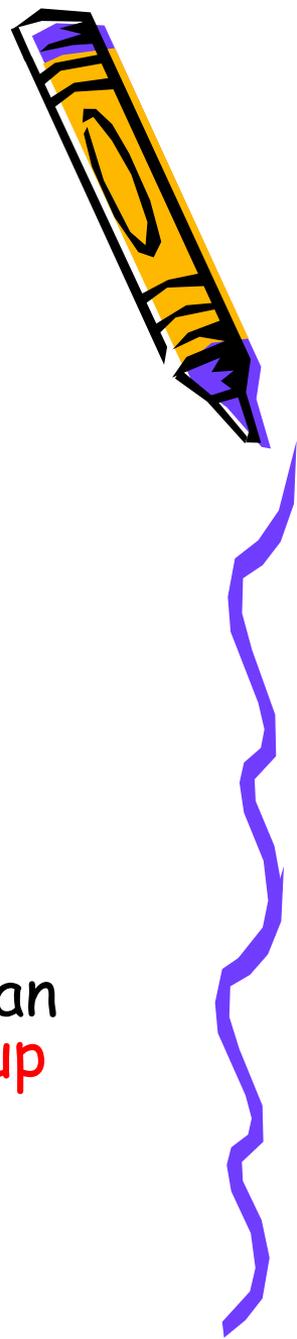
# CONSULTATION



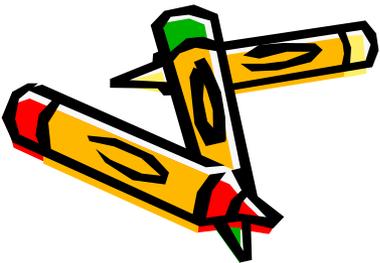
- A consultation is **providing information and assistance** to an individual or a facility. It does not involve investigating and working to resolve complaints (i.e., a consultation is not a case). If the ombudsman **refers someone with a concern to another agency** and is not actively involved in investigating and working to resolve the problem, it is not an ombudsman case or complaint. However, it can be counted **as a consultation**.



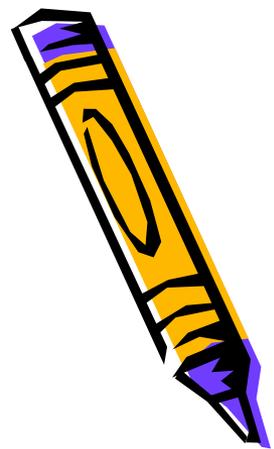
# Factors that make it a Case



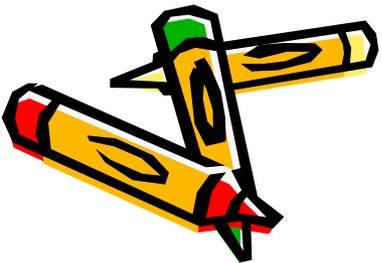
- Ombudsman actively involved
- Works to investigate
- Works to resolve
- Can be done by phone, e-mail or in person
- Each inquiry brought to, or initiated by, the ombudsman on
- behalf of **a resident** or group of residents involving one or more complaints which
- requires opening a case and includes ombudsman investigation, strategy to resolve, and **follow-up**



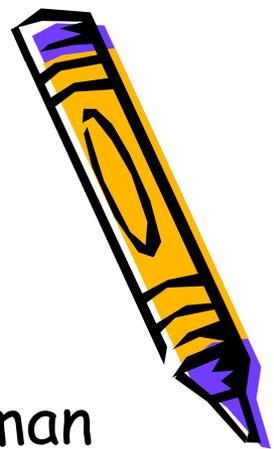
# Complaint Must Have 4 Parts



- Identify the issue
- Document resident consent
- Investigation strategy
- Follow-up with resident re: resolution



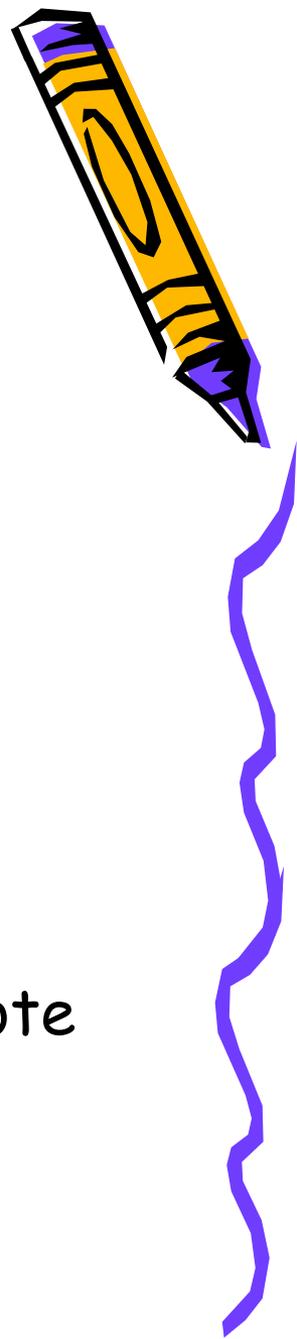
# Not a Complaint



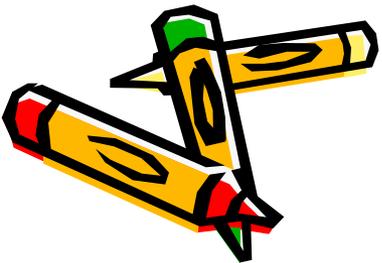
- Calls seeking advice but not requiring ombudsman involvement should be counted as consultations to individuals or facilities
- A call reporting an occurrence, for example, is not a complaint **unless** the ombudsman investigates and is actively involved in working out a resolution. It is not even a consultation unless the ombudsmen provides information and assistance on the issue presented.



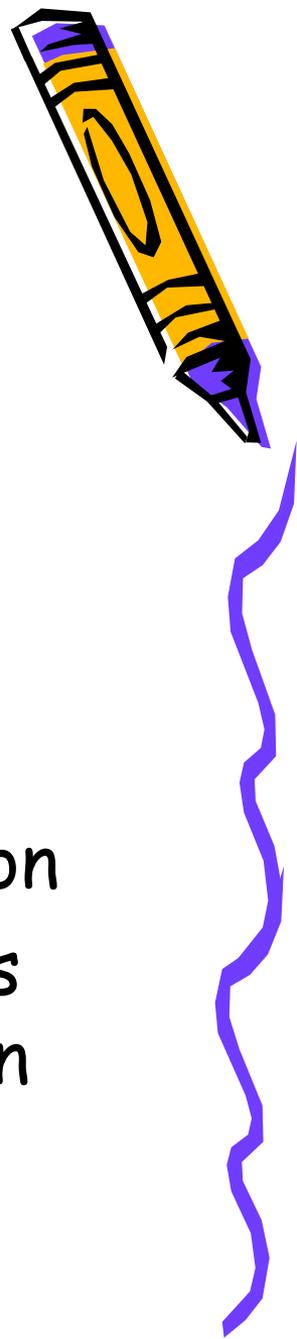
# Routine Occurrence Report?



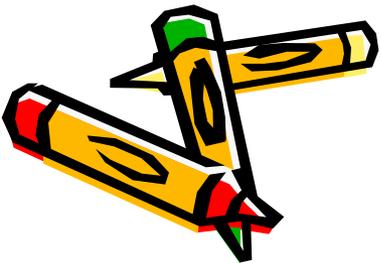
- Is this FYI- information only
- Do you have an open complaint on the issue
- Do you plan to do any follow up
  - Talk to residents
  - Ask staff about their response
  - Monitor for further problems
  - If the ombudsman does nothing but take note of the information from the facility- it is **neither** a case or a consultation



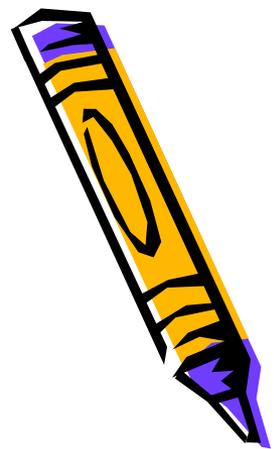
# Consultation



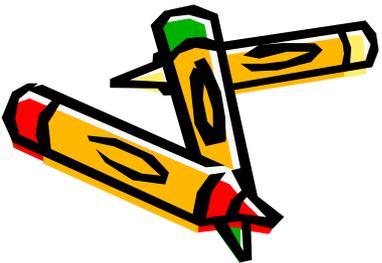
- Giving information to another person
- Referring someone to another agency
- Telling someone how to investigate
- Giving tips on how to solve a problem
- Can be done by phone, e-mail or in person
- Not related to an open case-if it is, it is part of the complaint, not a consultation



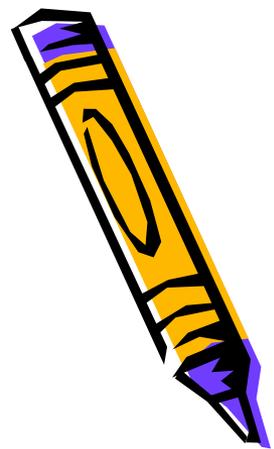
# Example #1( review)



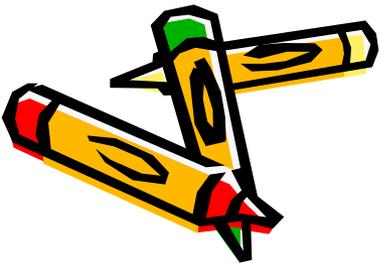
- You visit Mrs. Jones, who tells you they are still bringing her pureed food, even though her doctor said she could start eating regular food. You notice her call bell is broken. She indicates she would appreciate your assistance in resolving these problems. You speak to the DON about the call bell, and she promptly fixes the bell. You attempt to talk to the dietician about the pureed food, but she is not available until the next morning.



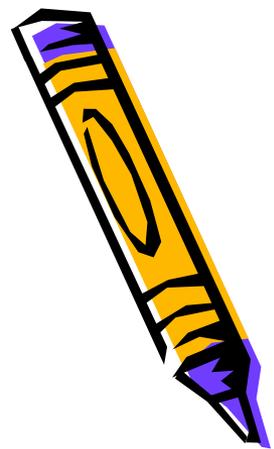
# Case or Consultation?



- It's a case. It has two complaints: pureed food and broken call light. It can't be closed until both complaints are disposed of. The complainant is the resident. Even though you as ombudsman **notice the call bell**, this is still Mrs. Jones' case and you can have only one complainant for each case.



# A Request or a Complaint?



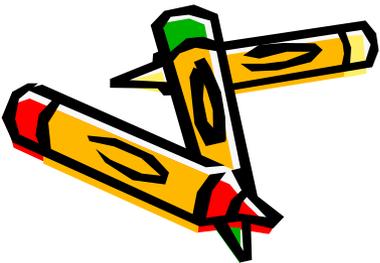
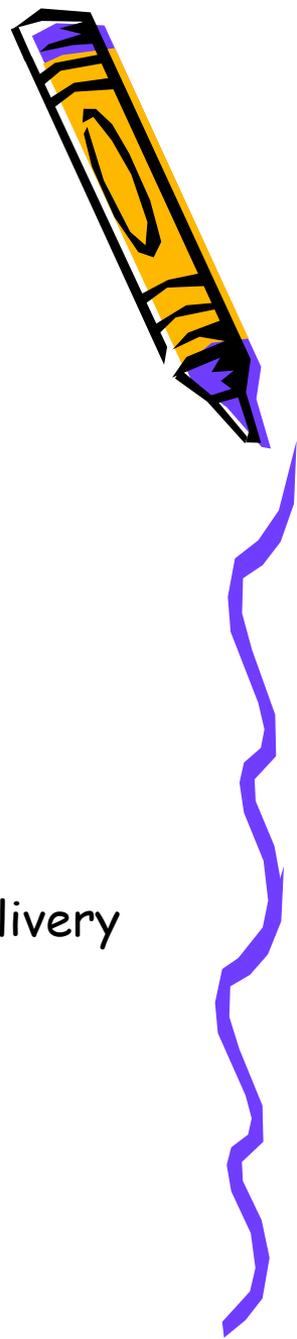
- Is the call bell a complaint or a request? There is a difference between an ombudsman responding to a concern and an ombudsman facilitating communication between the resident and the staff.
- **If the ombudsman is simply the messenger**, this is not a complaint. For example, if a resident asked you to tell the nurse she needs pain medication or wants to go to the dining room, these are not investigations, you are just conveying information. There is no **PROBLEM** to be fixed.
- However, in this instance, **there is a problem - a broken call light - which requires action, so.....it's a complaint**



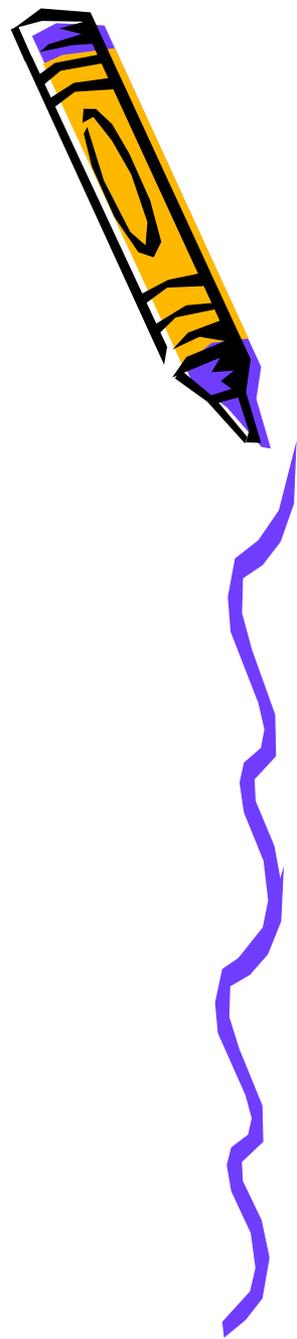
# Ask Yourself

- Another factor to consider-
- Could anyone respond to this request?
  - Open the blinds- not solving a problem
  - Find the remote- not solving a problem
  - Tell the nurse about pain- messenger
  - Get someone to answer the call light- messenger

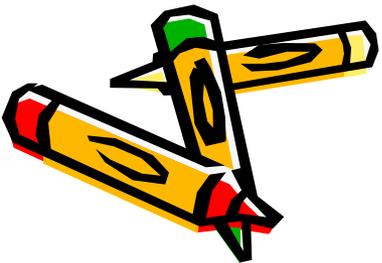
The roommate, her family, a volunteer, a clergy person, a delivery person could all do these things, does not require an ombudsman. These are not consultations or complaints



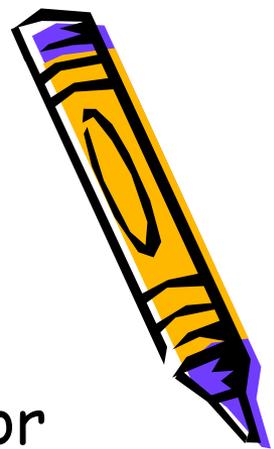
# Consultation



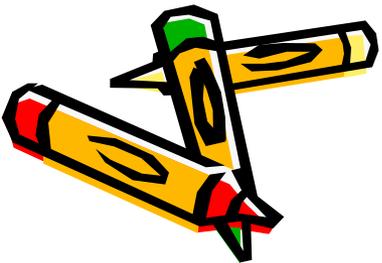
- If not complaints, are these consultations?
  - Giving information-
  - Offering assistance
  - Making a referral to another agency
  - BUT NOT INVESTIGATING
  - Then it is a consultation



# Counting your Consultations

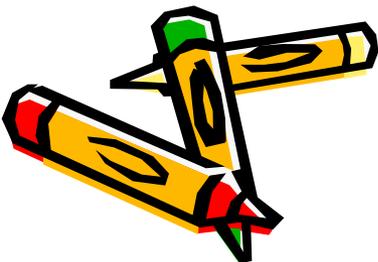
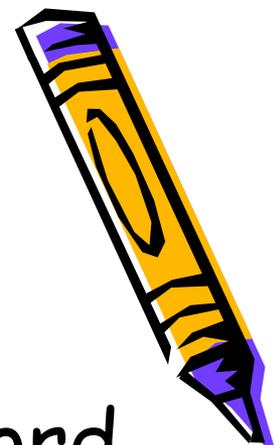


- Count each separate request for information or assistance (but not each call related to the same request), whether made by someone who requested assistance earlier in the year or by a new caller. **Example:** Mr. Smith calls 3 times in one month about his mother's pain= one consultation. ( 3 instances- see next slide)
- Mr Smith calls about the discharge notice his mother receives= enter a new consultation.

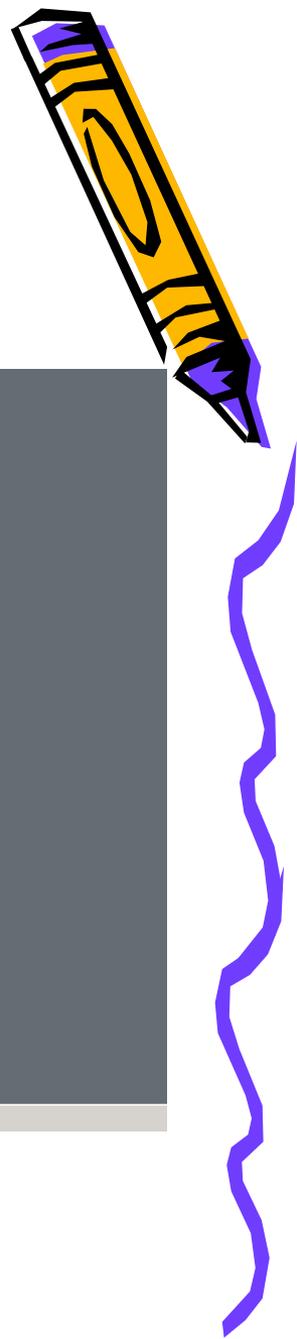


# Instances Field

- OmbudsManager allows you to record a number in the instances field. SO in the case of the 3 calls regarding pain, you have one entry of a consultation to a resident family but a number 3 in the instances box/field. **See next slide**



# Instances Field in OmbudsManager

A screenshot of the OmbudsManager software interface showing the 'Activity [(new)]' form. The form is a standard Windows-style dialog box with a title bar and standard window controls. It contains several sections of input fields and buttons. The 'Instances' field is highlighted in yellow. The 'Completed' checkbox is also checked and highlighted in yellow. The 'Add Topic', 'Edit Topic', and 'Delete Topic' buttons are visible at the bottom of the form. The taskbar at the bottom shows the 'Start' button and the 'OmbudsManager' application icon.

**Activity [(new)]**

Activity Type: [Dropdown]  
Completed by: Hitt, Shelley  
State or local: State Instances: 1  
Residents: DPAHC Not Attempted  
 Property transfer witnessed

Location  
Facility: (Facility Not Applicable) - NOTAPP  
County: [Dropdown]  
District: [Dropdown]

Training  
Topic: [Dropdown]  
Number of Participants: 0

Time Spent  
Due date: [Dropdown]  Completed  
Time Spent: 0 Hrs 0 Mins Travel Travel Time: 0 Hrs 0 Mins

Consultation  
Contact Name: [Text] [Text] Contact Phone: [Text]  
Contact Email: [Text]

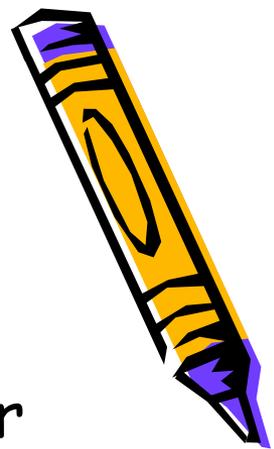
Consultation or Press/Media Topic  
Code Description Comments  
[Table with 3 columns and 1 row]  
Activity Comments: [Text Area]

Add Topic Edit Topic Delete Topic

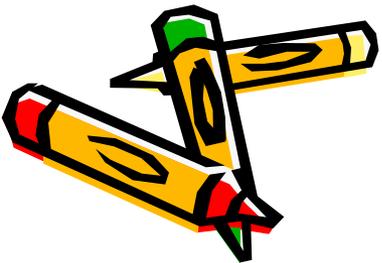
Print Print Preview Add New OK Cancel



# However.....

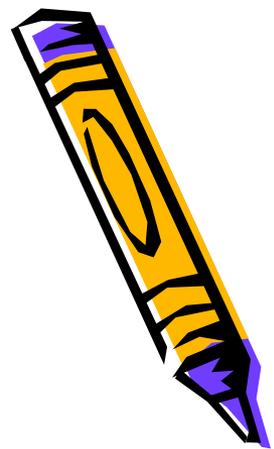


- If the resident asks you to close the blinds or turn on the TV these are not investigations: **UNLESS** you take a broader look at the issue and ask this resident or other residents if there are recurring problems with access to the TV, problems getting pain medication on time or pain control, etc. If you conduct an investigation, do some problem solving with residents or staff, conduct education for residents or staff and plan to follow up and report back to one or more residents **THEN it is opened as a complaint.**

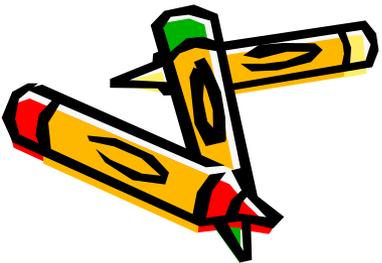


# Example #2

## Case or consult?

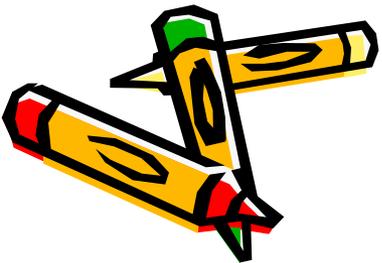
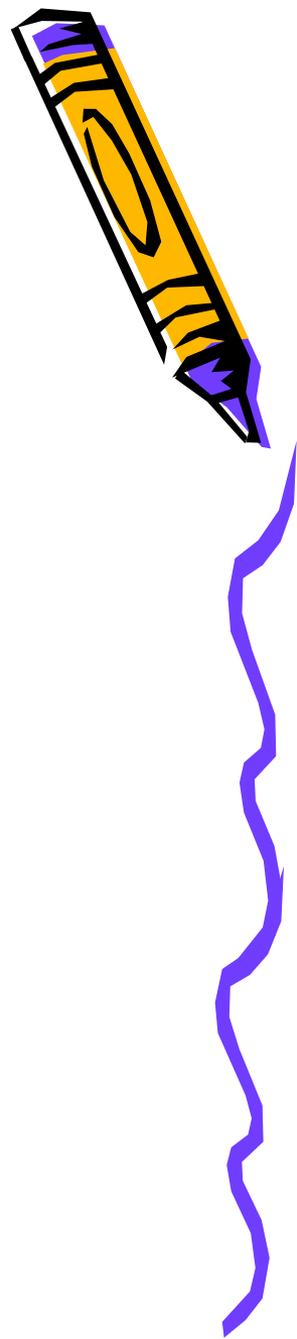


- Jane Smith tells you that her mother would like to be bathed more often than once a week. On your way to Mrs. Smith's room you notice that there is dirty laundry on the floor in the hall and that the hall is quite dark because several lights are not working. Are these complaints?

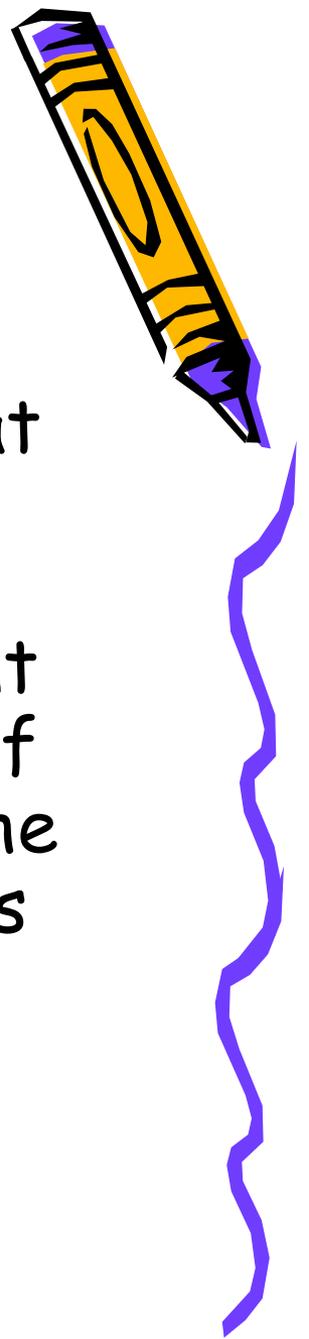


# Ombudsman Initiated Cases

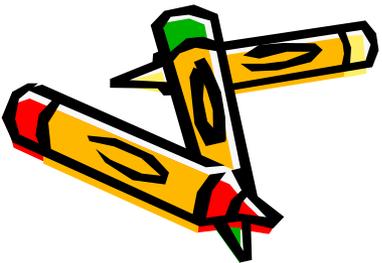
- One case, with two complaints, opened by the ombudsman as complainant;
  - Dirty laundry
  - Dark hallway



# Bathing?

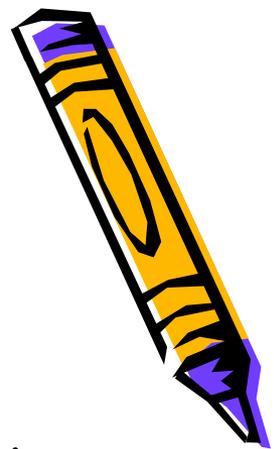


- If the resident Mrs. Smith verifies that she would like to be bathed more often than once a week then it is opened as a case. OMB must check with the resident to see if bathing is a concern for her. If yes then there are two complainants: the resident and her daughter. If bathing is not a concern for the resident, then no case is opened.

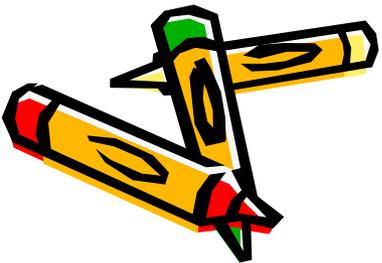


# Example #3

## Case or consult?

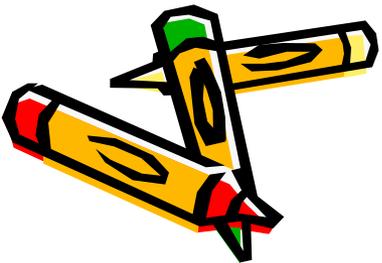
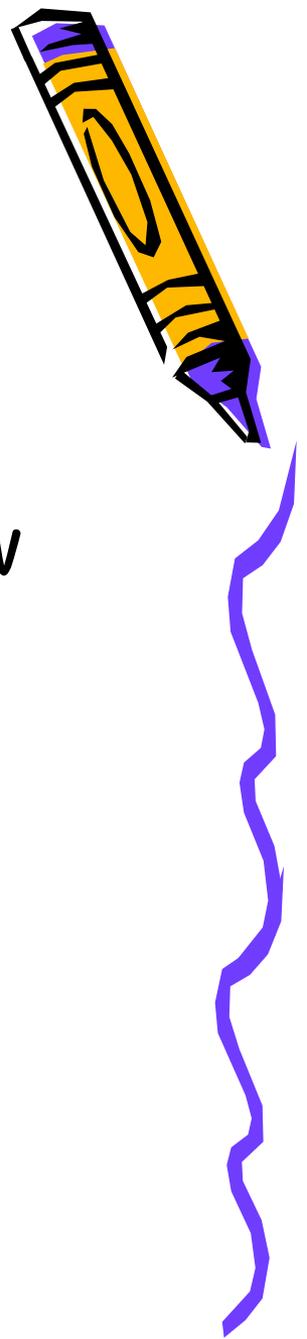


- At a resident council meeting OMB noticed a resident had a bruised arm. OMB asked her what happened and the resident gave a shrug. OMB lifted up the sleeve of her blouse (with resident permission) and found a large puss filled rash on her upper arm. Resident said it was itchy. OMB asked the SSD and then the facility admin. what was going on. They stated that she had been to see a dermatologist and he said that it was an immune deficiency problem and they had an ointment for it.

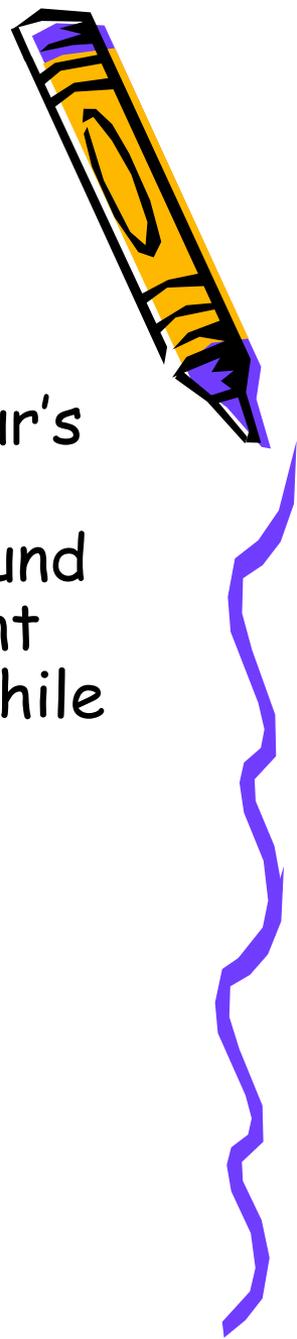


# Case vs Consult

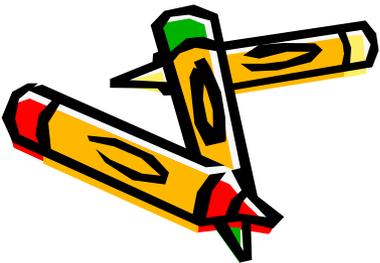
- Virtually ANY issue can be a complaint: the main question is how the OMB responds to the issue.
- Systems advocacy at the facility level- discuss



# Real Examples from OmbudsManager (A)



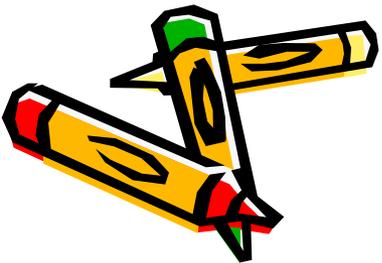
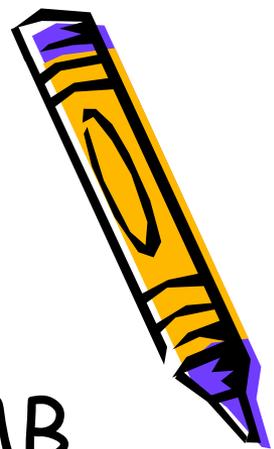
- During a routine visit OMBS stopped by Arthur's room b/c call light is on. He said he has been waiting a long time for assist to BR. OMBS found nurse at desk and advised of need. Nurse spent several minutes looking for an aide to assist while OMBS watched and waited. Aide located and assisted Arthur. Assume nothing further was done by OMBS
  - **Case or consult?** Answer neither a case or consult



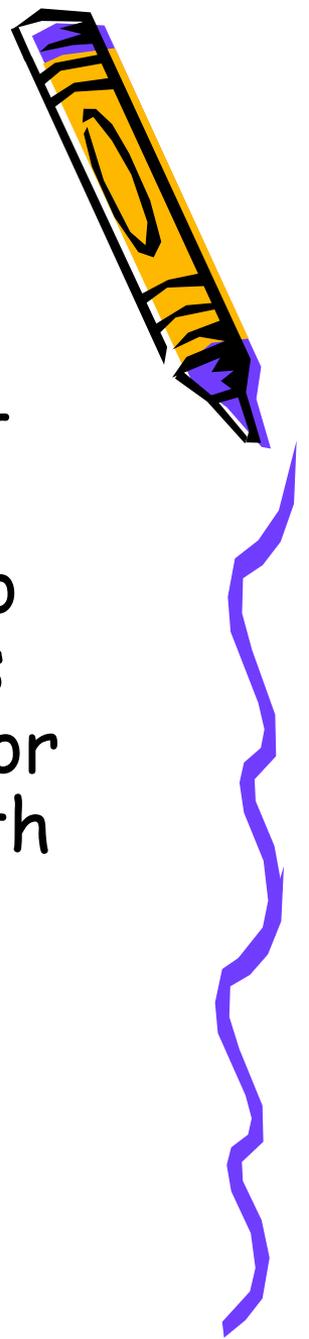
# Example B

- During facility visit Mable told OMB she wants to know when she would get her new shoes. She asked OMB to check with social worker. Left a message for SW to get information for Mable about her shoes. Assume nothing further done by OMBS.

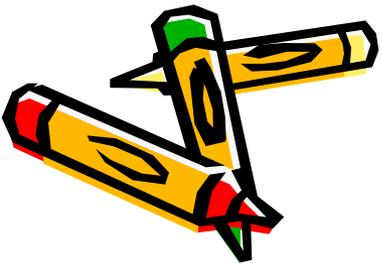
- **Case or consult?** Neither



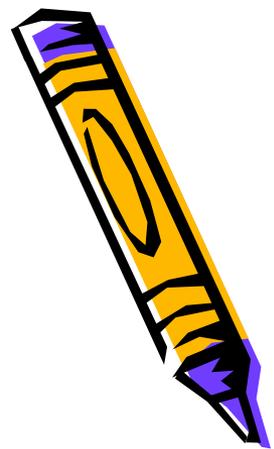
# Example C



- During facility visit OMB observed that Frank was moaning. He was unable to verbalize his needs. OMB told DON who said Frank is on 15 min checks and Dr is looking at pain mgmt. He is scheduled for neuro testing next week. Also spoke with NHA who agreed that was the plan. Assume nothing further done by OMB
  - Case or consult? Neither

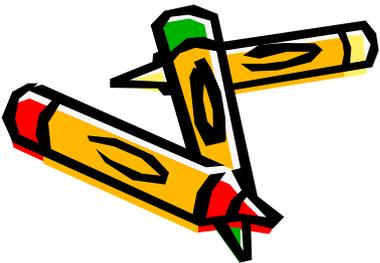


# Example D



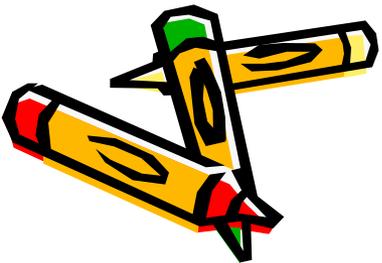
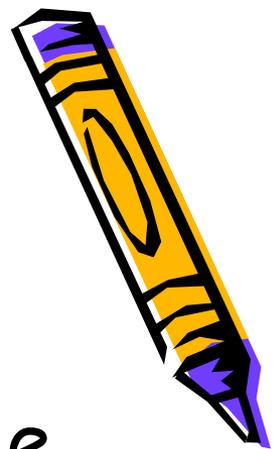
- OMB received call from facility social worker with a concern that a resident's MDPOA was insisting the resident not eat any sweets although resident wanted to eat them. SW asked for OMB participation at a care conference. When OMB arrived for the mtg MDPOA did not want OMB present and refused to have a mtg. Resident agreed with MDPOA about OMB.

- Case or consult?

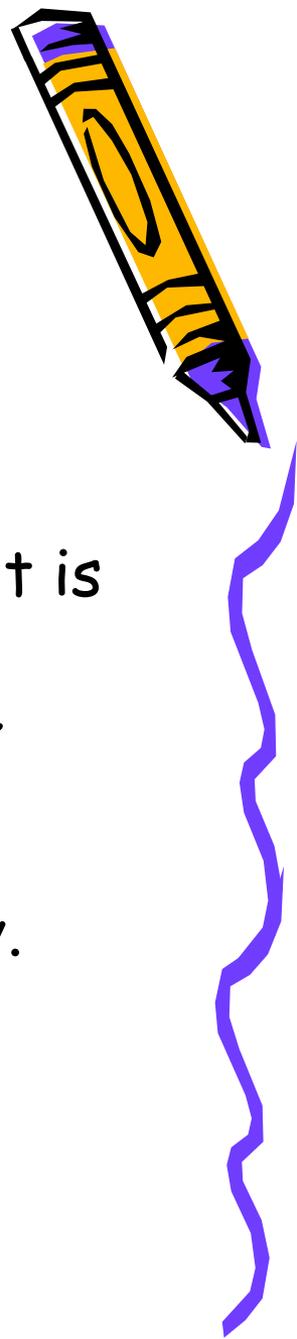


# Example E

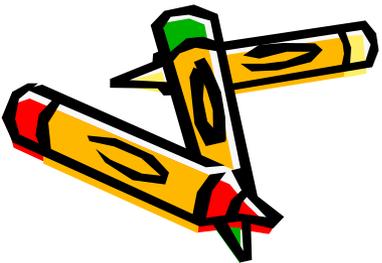
- During a facility visit John tells the OMB he missed his bath yesterday and would like one today. He also said he needed his dressing changed which OMB also told to staff OMB gave information to staff.
  - Case or consult?



# Summary



- The moment of absolute certainty will NEVER come.
- The most significant factor in determining if it is a consult or a case is the actions taken by the ombudsman. To be a case you must investigate something and follow up with one or more residents.
- Sometimes you will code your work incorrectly.
- Carry on!



# Final Thoughts

- Remaining Issues/Questions?
- Follow up?
- Conclusions?

