Resident Council Interview

Resident Council Interview - *Complete an interview with active members of the Resident Council early enough in the survey to afford the team enough time to investigate any concerns. If there is not a resident council, determine whether residents have attempted to form one and have been unsuccessful, and if so, why.*

☐ Introduce yourself to the president of the council and ask for assistance in arranging the meeting. If there is no president, ask for a list of active resident council participants and select a resident to assist in arranging the meeting. Try to keep the group manageable, no more than 12 residents. Explain the survey process and the purpose of the interview using the following concepts. It is not necessary to use the exact wording.

> **"[Name of facility] is inspected periodically by a team from the [Name of State Survey Agency] to ensure that residents receive quality care. While we are here, we make observations, review the nursing home's records, and talk to the residents and family members or friends who can help us understand what it's like to live in this nursing home. We appreciate that you are taking the time to talk with us. We would like to know more about the Resident Council and interactions of the group and staff."**

☐ At all times, be cognizant of resident confidentiality. Obtain permission from the Resident Council President or Officer to review the Resident Council minutes and become familiar with some of the issues that have been discussed. Review three months of minutes prior to the interview to identify any unresolved areas of concern.

☐ Review the grievance policy to ensure prompt resolution of all grievances and that the facility has maintained results of grievances for a minimum of 3 years.

☐ It is suggested that the interview begin with some discussion of issues that have been discussed during the most recent Council meeting and how the facility has responded. For example, "I read in the minutes that you had discussed noise at night during the last meeting. Has the facility responded to your concern?" or "During the last meeting, several participants brought up an issue with food being cold. Has that situation been resolved to your satisfaction?" This initial discussion of current issues before the Council may prove helpful to establish a rapport with the Resident Council President (or Officer) and help make the remainder of the interview more informative.

☐ Document the names of residents in the meeting.

☐ Follow up on any concerns that are within the scope of the long-term care requirements with reference to specific F-tags identified on this pathway. Further investigation should include interviews with appropriate staff members to determine how concerns are resolved.

☐ Team meetings will provide opportunities to share concerns and focus on particular problematic areas. Any potential concerns noted during the interview should be shared with all team members.

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Interview		
Council		
	Resident Council Response	**Is the Facility in Compliance?**
1. **Does the Resident Council meet on a regular basis?**	☐ Yes ☐ No	☐ Yes ☐ No F565
2. **Does the facility help with arrangements for council meetings?**	☐ Yes ☐ No	☐ Yes ☐ No F565
3. **Is there enough space for everyone who wants to attend?**	☐ Yes ☐ No	☐ Yes ☐ No F565
4. **Can you meet without staff present, if you desire?**	☐ Yes ☐ No	☐ Yes ☐ No F565
Grievances		
	Resident Council Response	**Is the Facility in Compliance?**
5. **Does the facility consider the views of the resident or family groups and act promptly upon grievances and recommendations?**	☐ Yes ☐ No	☐ Yes ☐ No F565
6. **Does the Grievance Official respond to the resident or family group's concerns?**	☐ Yes ☐ No (If Yes, Skip Question #7)	☐ Yes ☐ No F565
7. **If the facility does not respond to concerns, does the Grievance Official provide a rationale for the response?**	☐ Yes ☐ No	☐ Yes ☐ No F565
8. **Do you know how to file a grievance?**	☐ Yes ☐ No	☐ Yes ☐ No F585
9. **Do you feel a resident or family group can complain about care without worrying that someone will 'get back' at them?**	☐ Yes ☐ No	☐ Yes ☐ No F585

Resident Council Interview

Resident Specific Areas		
	Resident Council Response	**Is the Facility in Compliance?**
10. Do staff treat you with respect and dignity so that you do not feel afraid, humiliated, or degraded? (If concerns are identified, refer to the Abuse Pathway)	☐ Yes ☐ No	☐ Yes ☐ No **F600**
11. Do you get the help and care you need without waiting a long time? Does staff respond to your call light timely? (If concerns are identified, refer to the Sufficient Staffing Pathway)	☐ Yes ☐ No	☐ Yes ☐ No **F725**
12. Do you receive snacks at bedtime or when you request them?	☐ Yes ☐ No	☐ Yes ☐ No **F809**
13. Ask about concerns identified during survey:		

Rules		
	Resident Council Response	**Is the Facility in Compliance?**
14. Have you (residents) been informed of the rules at the facility (such as are there restrictions on visiting hours)?	☐ Yes ☐ No	☐ Yes ☐ No **F563**
15. If the Resident Council makes suggestions about some of the rules, does the facility act on those suggestions?	☐ Yes ☐ No	☐ Yes ☐ No **F565**

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Rights		
	Resident Council Response	**Is the Facility in Compliance?**
16. Does staff talk about and review the rights of residents in the facility?	☐ Yes ☐ No	☐ Yes ☐ No F572
17. Are residents able to exercise their rights?	☐ Yes ☐ No	☐ Yes ☐ No F550
18. Do you feel that the rights of residents at this facility are respected and encouraged?	☐ Yes ☐ No	☐ Yes ☐ No F561
19. Is mail delivered unopened and on Saturdays?	☐ Yes ☐ No	☐ Yes ☐ No F576
20. Without having to ask, are the results of the State inspection available to read?	☐ Yes ☐ No	☐ Yes ☐ No F577
21. Do residents know where the ombudsman's contact information is posted?	☐ Yes ☐ No	☐ Yes ☐ No F574
22. Does the facility allow you to see your medical records if you ask?	☐ Yes ☐ No	☐ Yes ☐ No F573
23. Have residents been informed of their right (and given information on how) to formally complain to the State about the care they are receiving?	☐ Yes ☐ No	☐ Yes ☐ No F574
Other		
Investigation of responses from this question should be conducted through initiation of a care area, if available. If an applicable care area is not available, a direct F-tag initiation is appropriate.		
24. Do you have any questions, or is there anything else you would like to tell me about the Resident Council?	☐ **Yes** ☐ No	☐ Yes ☐ **No (Display all F-tags)**