
How To Be Actively Involved

If you live in a nursing home you can be a part of the survey process. As a resident, you have a great deal of information about conditions at the facility and how well your needs are being met. Signs will be posted to let you know when surveyors are conducting an inspection. You may notice surveyors using an electronic device to document their observations and interviews while they are in your home. Here are some ways you can participate:

- A. Feel free to speak with the surveyors as they walk about the facility.
- B. If selected for an interview, feel free to discuss your experiences with staff and opinions about care with the surveyor.
- C. If you are not selected for an interview, you can still speak with surveyors and participate in the group interview.
- D. Be honest about your concerns. Do not feel like you need to say what you think the surveyor wants to hear.
- E. If a surveyor asks to observe

you as staff is providing care, give your permission if you feel comfortable, otherwise decline.

- F. Your family and friends can also speak with the surveyors.
- G. Ask to see a copy of the survey report (Statement of Deficiencies) and talk to the administrator to learn what he/she is doing to correct the deficiencies.

Your Rights During the Survey Process

You have some basic rights when you participate in the survey process. These rights include:

- I. Financial Privacy - The survey process is designed to review care and services in the nursing home. It does not concern your financial arrangement to pay the nursing home for your care. However, it may include an audit or review of your personal funds that the facility maintains.
- II. Personal Privacy – You may meet with the surveyors alone or with other residents. If you wish, you may request that an Ombudsman or your family or friends be present with you during the interview. You may refuse to speak to a surveyor if you feel uncomfortable. If you like, you can send additional comments to the

surveyors after the inspection.

What You Can Do Between Surveys

Residents can be involved in improving the quality of care in their nursing home. This involvement can include:

Participating in resident councils;

Making suggestions to the administrator and other staff;

Participating in the nursing home's quality of care program;

Contacting the Long-Term Care Ombudsman at 1-800-309-3282 or Section for Long-Term Care Regulation (the state survey agency) at the Adult Abuse/Neglect Hotline Number 1-800-392-0210 about problems that are not being resolved;

Participating in any community groups that could enhance your quality of life; and

If you experience, witness or believe another person has been subject to abuse or neglect in the facility call the **Adult Abuse/Neglect Hotline Number: 1-800-392-0210**

Speaking Up

It is important for residents to speak up. Below are the titles of several people who can help you speak up; **write** their name above the title:

Nursing Home Administrator

Nursing Home Social Worker

Nursing Home Director of Nursing

Long-Term Care Ombudsman

Surveyor – Department of Health and Senior Services/Section for Long-Term Care Regulation (the state survey agency)

For help contact the Missouri Long-Term Care Ombudsman Program. The office in your area is:

**State Office of Long-Term
Care Ombudsman**
P.O. Box 570
Jefferson City, MO 65102
(573) 526-0727 or (800) 309-3282
FAX: (573) 751-6499

The Resident's Role in the Survey Process

This brochure was originally developed by the American Health Care Association and the National Citizens' Coalition for Nursing Home Reform (NCCNHR).

Printed by the Missouri Long-Term Care Ombudsman Program with funding provided by the Older Americans Act.

The Missouri Department of Health and Senior Services enhances the quality of life for all Missourians by protecting and promoting the community's health and well-being of citizens of all ages.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER. Services provided on a nondiscriminatory basis. Alternate forms of this publication for persons with disabilities may be obtained by contacting the Missouri Department of Health and Senior Services at 800-309-3282. Hearing and Speech –impaired citizens can dial 711.



Advocate for Residents
1-800-309-3282

Your Role in the Survey Process

As a nursing home resident, you can participate in the survey process by telling the surveyor about your experiences while living here. The following pages outline some of the ways you and your family and friends can play a role in assuring that all residents in the nursing home receive the best care possible.

The nursing home is inspected by the Department of Health and Senior Services survey staff at least twice a year. The inspection, also called a survey, is part of federal and state efforts to ensure you receive quality care by asking the following questions:

- *Are residents receiving quality care?*
- *Are staff members qualified and doing their jobs well?*
- *Are residents being treated with dignity and having their rights protected?*
- *Is the nursing home safe and comfortable?*

Based on the results of the survey, the Department of Health and Senior Services decides whether to continue licensing the nursing home and allow it to receive Medicaid and/or Medicare payments.

The Survey Process

The Centers for Medicare and Medicaid Services (CMS) is the federal agency responsible for assuring nursing home quality. For the past several years, CMS has worked with states to develop and refine an effective process for surveying nursing homes.

Under this process, state surveyors spend a majority of their time reviewing the services residents receive as opposed to simply reviewing a home's paperwork. Surveyors visit with residents, talking with them about their care and quality of life in the home.

The survey process generally includes the following steps:

1. Meeting with key facility staff;
2. Meeting with residents, including the resident council and other resident groups;
3. Assessing fire and environmental safety of the building;
4. Watching medications being given;
5. Observing residents and reviewing their medical records; and
6. Providing the facility staff and interested public members with a written report of its findings.