

Beyond Survey Readiness: Turning Missouri's Top Deficiencies into Opportunities for Person-Directed Care

*How culture change and person-directed practices improve quality of care,
quality of life, and regulatory outcomes.*

Learning Objectives

Identify

Identify common themes underlying Missouri's most frequently cited deficiencies.

Describe

Describe how person-directed practices support both quality of life and regulatory compliance.

Apply

Apply practical culture change strategies to reduce survey risk while strengthening resident-directed care.

Reframing the Conversation

What if our top deficiencies are actually symptoms?

Traditional focus:

- Fix the citation
- Retrain staff
- Update policies

Person-directed focus:

- Understand resident needs
- Improve daily systems
- Build stronger relationships
- Create sustainable compliance
- Compliance is often the outcome of culture—not the goal.

Missouri's Top Survey Citations

Resident Voice & Rights

- F550 Resident Rights
- F623 Transfer/Discharge Notices

Knowing the Person & Care Planning

- F656 Comprehensive Care Plans
- F657 Care Plan Revisions
- F677 ADL Care

Home, Safety & Well-Being

- F584 Homelike Environment
- F689 Accident Prevention

Clinical Systems

- F658 Professional Standards
- F761 Medication Storage
- F880 Infection Prevention
- F812 Food Sanitation

Survey Concern

- Generic care plans
- Lack of resident involvement
- Care plans not updated

Person-Directed Solution

- Know life stories
- Know routines
- Discover preferences
- Include residents and families as care partners

Being Well Known practices emphasize individualized care planning driven by resident goals and preferences.

Being Well Known

Reduces Deficiencies F656 & F657

F677: ADL Care for Dependent Residents

Survey Concern

- Residents not receiving needed assistance
- Care not matching actual needs

Person-Directed Opportunity Ask:

- How does this person want help?
- When do they prefer assistance?
- What can they still do independently?

Outcome Greater independence
Greater dignity Better compliance

Resident Story Exercise

Case Study

- Traditional Care Plan:
 - Requires assistance with bathing
- Person-Directed Approach:
 - Former farmer
 - Prefers evening showers
 - Dislikes rushed care
 - Wants favorite music playing

Question: Which approach is more likely to be consistently followed?

Rights, Choice and Voice: F550 Resident Rights

Survey Concern

Residents' rights not honored.

Person-Directed Practice

- Real choice
- Meaningful decisions
- Shared decision-making
- Risk negotiation versus risk avoidance

Key Point

Choice is not an activity—
it is a right.

Rights, Choice and Voice: F623 Transfer and Discharge

Survey Concern

Notice requirements and resident involvement.

Person-Directed Opportunity

- Early communication
- Resident participation
- Family partnership
- Clear explanations

When people understand decisions, conflict and complaints decrease.

**Creating
Home
Supports
Compliance
F584: Safe,
Clean,
Comfortable,
Homelike
Environment**

Survey Concern

Institutional environments

Artifacts of Culture Change Focus

- Personalization
- Household models
- Resident choice
- Home-like dining and living spaces

Question Would you want to live here?

Creating Home Supports Compliance F689: Free of Accident Hazards

Common Response

Eliminate all risk.

Person-Directed Response

Support informed choice while minimizing avoidable harm.

- Examples:
 - Walking programs
 - Resident-selected mobility goals
 - Individualized safety plans

Clinical Excellence Through Relationship- Based Care F880 Infection Prevention

Survey Concern

Failure to follow infection control practices.

Person-Directed Lens

Residents are more likely to participate when:

- They understand why
- Staff explain respectfully
- Trusting relationships exist

Culture Change Principle

People cooperate more when they feel known and respected.

Clinical Excellence Through Relationship -Based Care F812 Food Procurement & Sanitation

Survey Concern

Food safety failures.

Person-Directed Opportunity

Transform dining without sacrificing safety.

- Questions:
 - Are mealtimes resident-directed?
 - Are dining choices meaningful?
 - Can flexibility coexist with food safety?

Pioneer Network dining resources provide examples of both.

Clinical Excellence Through Relationship -Based Care F761 Medication Storage

Survey Concern

Unsafe medication storage.

Discussion Strong systems support safety.

Person-directed organizations do not choose between:

- Safety
- Quality of life

They pursue both.

Clinical Excellence Through Relationship- Based Care F658 Professional Standards of Practice

Root Cause Question

- What creates consistent professional practice?
 - Answer:
 - Engagement
 - Team communication
 - Shared purpose
 - Knowing the person

Pioneer Network identifies leadership and team engagement as foundational to sustaining culture change.

Behind deficiencies surveyors often observe:

- Poor communication
- Task-focused care
- Lack of resident input
- Siloed departments
- Inconsistent follow-through

Person-directed environments address each of these system issues.

Leadership Strategies

Compliance Through Culture Change - Transform

Domain	Deficiencies Impacted
Resident-Directed Life	F550, F623
Being Well Known	F656, F657, F677
Home Environment	F584, F689
Family & Community	F550, F623
Leadership & Engagement	All F-tags

Adapted from Artifacts of Culture Change 2.0

Action Planning

Which of your recent deficiencies may actually be an opportunity to grow and transform your culture?

Complete:

- One practice to stop
- One practice to start
- One resident-directed improvement to test within 30 days



Key Takeaways

✓ Better relationships create better outcomes

✓ Person-directed care strengthens compliance

✓ Culture change reduces recurring deficiencies

✓ Survey readiness is not an event—it is the result of everyday practices



The goal is not simply to pass survey.

The goal is to create places where people want to live, work, and visit.