

LONG TERM CARE SURVEY

SURVEY AREA	OBSERVATION	INTERVIEWING	RECORD REVIEW	EVALUATION FACTORS	CROSS REFERENCE
D. Exercising Rights F69 SNF 405.1121(k)(5) ICF 442.311(d)	Do residents appear comfortable when speaking to the surveyors as opposed to being afraid that someone may see them or overhear their conversation?	Ask Resident: - Do you belong to, or have representation on the resident council? - Are you informed of changes in the facility that will affect you? - Are you given a chance to express views on these changes prior to their implementation? - Does the facility assist in arranging for you to vote either at the polls or via absentee ballot? - Are you assisted in obtaining legal or Social Services if needed? - Do you feel comfortable in expressing yourself freely or are you concerned about retaliation? - Is staff/administration responsive to complaints? Do you know who to complain to?	Review resident council documentation, as available, to determine level of activity. Review social work or progress notes for legal referrals.	Compliance determinations will be made based primarily on resident/staff interviews and the correlation of interview information with documentation in the Medical record. If residents ask, they should be allowed to speak to the surveyor without facility personnel being present. However, the resident has the right to have a third party of their choosing present during an interview.	Social Services 405.1130 442.344
		Ask Staff: - What arrangements are made for residents to vote? - How do you handle it if someone needs a lawyer or other service that you don't provide?	Is there documentation in progress notes or elsewhere, of resident complaints and disposition of complaints?		