





Quick Poll 

- Effective Meeting?
- Compliant Session?
- Complete Meeting Madness?



Objectives for this “Meeting”

- Regulation Translation
- Survey
- Reasons for Ineffective Resident Councils
- Effective Meeting Techniques
- How to Conduct a Resident Council
- How to Document & Follow Up Resident Council
- Ways to STOP the Madness
- Checklist Toolkit



Regulation Translation

Regulation Definitions F565

- A resident group is defined as a group of residents that meet regularly to:
 - Discuss and offer suggestions about the facility policies and procedures that may affect resident care, treatment, and quality of life.
 - Support each other
 - Planning of resident activities
 - Participating in education activity
 - Other purposes

Regulation Translation F565

- F565 The resident has a right to organize and participate in resident groups in the facility.
- The facility must provide a resident or family group, if one exists, with private space; and take reasonable steps, with the approval of the group, to make residents and family members aware of upcoming meetings in a timely manner.
- The resident has a right to participate in family groups.
- The resident has a right to have family member(s) or other resident representative(s) meet in the facility with the families or resident representative(s) of other residents in the facility.

Regulation Translation F565

- The facility must provide a designated staff person who is approved by the resident or family group and the facility and who is responsible for providing assistance and responding to written requests that result from group meetings.
- The facility must consider the views of a resident or family group and act promptly upon the grievances and recommendations of such groups concerning issues of resident care and life in the facility. o The facility must be able to demonstrate their response and rationale for such response. o This should not be construed to mean that the f

Regulation Translation Guidance

- **GUIDANCE §483.10(f)(5)-(7)**
- This requirement does not require that residents organize a resident or family group. However, whenever residents or their families wish to organize, they must be able to do so without interference. Additionally, they must be provided space, privacy for meetings, and staff support. The designated staff person responsible for assistance and liaison between the group and the facility's administration and any other staff members may attend the meeting only if invited by the resident or family group. The resident or family group may meet without staff present. The groups should determine how frequently they meet.
- Facility staff are required to consider resident and family group views and act upon grievances and recommendations. Facility staff must consider these recommendations and attempt to accommodate them, to the extent practicable. This may include developing or changing policies affecting resident care and life. Facility staff should discuss its decisions with the resident and/or family group and document in writing its response and rationale as required under 42 CFR



DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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.

☐ Interview 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.

[Phrase of facility to request periodically for a team from the Phase of their Survey. Appear to ensure that residents receive quality care. While we are here, we make other others, to view 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 in the nursing home. It's appropriate that one 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 records of grievances for a minimum of 3 years.

☐ It is expected that the interview begins 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. How the facility responded to your concern?" or "During the last meeting, several participants brought up noise 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 under 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. Focus identified on this policy. Further investigations 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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Resident Council Interview

Interview

Council	Resident Council Response	Is the Facility in Compliance?
1. Does the Resident Council meet on a regular basis?	☐ Yes ☐ No	☐ Yes ☐ No F305
2. Does the facility help with arrangements for council meetings?	☐ Yes ☐ No	☐ Yes ☐ No F305
3. Is there enough space for everyone who wants to attend?	☐ Yes ☐ No	☐ Yes ☐ No F305
4. Can you meet without staff present, if you desire?	☐ Yes ☐ No	☐ Yes ☐ No F305
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 F305
6. Does the Grievance Official respond to the resident or family group's concern?	☐ Yes ☐ No (If Yes, Skip Question 6)	☐ Yes ☐ No F305
7. If the facility does not respond to concerns, does the Grievance Official provide a rationale for the response?	☐ Yes ☐ No	☐ Yes ☐ No F305
8. Do you know how to file a grievance?	☐ Yes ☐ No	☐ Yes ☐ No F305
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 F305

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Resident Council Interview

Resident Specific Areas	Resident Council Response	Is the Facility in Compliance?
16. Have staff made you feel afraid, humiliated, or degraded? (If concerns are identified, refer to the Abuse Protocol)	☐ Yes ☐ No	☐ Yes ☐ No F360
17. 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 Healthcare Staffing Protocol)	☐ Yes ☐ No	☐ Yes ☐ No F725
18. Do you receive snacks at bedtime or when you request them?	☐ Yes ☐ No	☐ Yes ☐ No F309
19. Ask about concerns identified during survey:		
Risks		
	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 F362
15. If the Resident Council makes suggestions about some of the rules, does the facility act on those suggestions?	☐ Yes ☐ No	☐ Yes ☐ No F365

[illegible]

What Surveyors will ask you for?

1

Surveyors **WILL** look at your resident council minutes **AND** follow ups.

2

Always have 6-12 months on hand and ready!

3

ONLY give them what they ask for!

[illegible]

Why are Resident Council meetings ineffective?

Reasons for Ineffective Residents Councils

- Lack of follow up
- Lack of positive progress
- No Consistency
- The group functions independently
- No meeting structure

What is Senior Bullying?



- Bullying is sometimes called harassment and happens when someone hurts, intimidates or scares their peers consciously or unconsciously. When someone is being bullied, they often have a hard time defending themselves. Bullying is usually not a one-time event; it often can happen repeatedly.
- 30%-40% of Seniors experience bullying in communal living settings.





1. Have Objectives NOT agendas!

- Knowing what the objective of a meeting is before it starts means everyone is on the same page.
- Has the same goal in mind, and stay focused on it.
- Meetings with objectives are shorter, and it's clear and easy to determine whether the meeting has achieved the purpose.
- Educate the residents on the objective of Resident Council

2. Designate 1 staff person to assist with resident and family group meetings.

- Consistency.
- Familiar and safe person for the residents.
- 1 person, versus 5 other members of management staff, residents won't feel threatened or overwhelmed.
- Ability to bring residents back to the objective of the meeting.

3. Be Prepared

- Don't be late!
- Stand up when you speak.
- Make Sure follow ups have actually been followed up on!
- Post Signs
- Food and a gavel!



4. Educate Your Residents

KNOWLEDGE
IS
POWER

- Educate Residents:
 - Purpose of resident council
 - Objectives of the meeting
 - Explain group versus individual concerns
 - Explain how group concerns are followed up on
 - Resident council survey questions

Meeting

How to conduct
a Resident
Council
Meeting?

Meeting Basics - FAQ

- Do I have to have elected officers? NO
 - If you have elected officers – implement a policy and procedure
 - If you do not have elected officers – select a resident council representative
- What staff needs to attend?
 - At least one designated staff
- Do I need to do an attendee sheet? YES
 - Take attendance including family, staff, ombudsman, surveyors
 - Encourage residents to sign attendance sheet themselves
- Do I need to put it on my activity programming calendar? YES
- Monthly Meeting
 - If you can't conduct the meeting for whatever reason, must have documentation
 - Individual resident council

FAQs

Meeting Basics - FAQ

- What about food council?
 - Food Council is separate of Resident Council
 - Must identify who is maintain meeting minutes and follow ups
- Can ombudsman, surveyors, family members, staff attend Resident Council?
 - Yes, but a process must be followed.
 - Gaining resident council permission
 - Documentation of permission on resident council minutes form
- How do I handle Resident Council Funds?
 - Policy and Procedure
 - Business Office
- How do I handle individual concerns at resident council?
 - Complete your facility concern/grievance form

FAQs

Meeting Basics



- Location, Location, Location!
- Create and post meeting in progress signs
- Resident Council is a group!
 - Groups are defined as two more people.
- Concerns/Issues/Grievances
 - Resident Council – Must be two or more people.
 - Individual (One Person) –Is considered an individual concern/issue/grievances.

How to Conduct a Resident Council Meeting

- The Meeting starts before the Meeting!
 - Be PREPARED
 - Make sure all previous month's concerns are followed up on
 - Create and post meeting in progress signs.
- Start on time
- Use a blank minute's form as a guide for the meeting.
- Use of Officers
 - Policy and Procedure

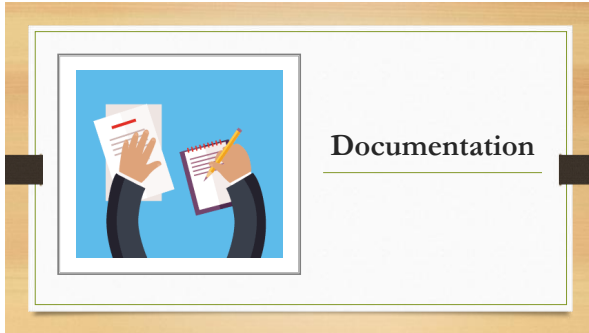
preparedness

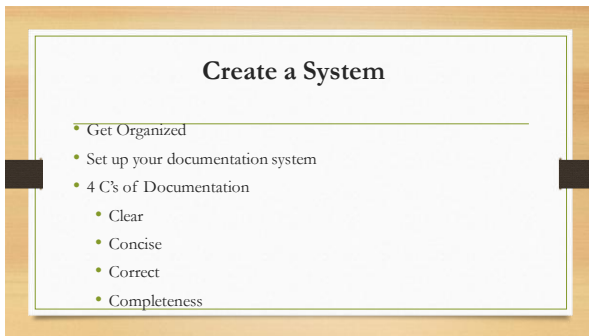
How to Conduct a Resident Council Meeting

- ☐ Open Meeting
 - ☐ Greeting – Thank residents for attending
- ☐ Review Purpose
- ☐ Complete attendance sheet
- ☐ Approval any non-resident
- ☐ Review previous meeting minutes “old business”
- ☐ Non-resolved “old business” added to new minutes
- ☐ Review Resident Right
- ☐ New business by department

How to Conduct a Resident Council Meeting

- ☐ Thank Residents for attending
- ☐ Notify Residents of next meeting
- ☐ Adjourn meeting
- ☐ Complete formal meeting minutes same day
- ☐ Complete group concerns follow up same day
- ☐ Complete individual concerns same day
- ☐ Submit completed meeting minutes for Resident Council President (if applicable)
- ☐ Submit completed meeting minutes for Administrator to sign.
- ☐ Follow up on follow ups weekly





Resident Council Minutes

Facility Name: _____ **Date:** _____ **Time:** _____

Name of Council President/Representative: _____

Name of Title of Staff Representative: _____

Ombudsman Present: Yes or No _____

Residents in Attendance: (See attached attendance sheet)

Staff/Visitors in Attendance, Upon Resident's Approval (Name, Title):

Old Business — Review of Previous Meeting, Outstanding Issues and Resident Council Departmental Response Forms (Review concerns from last month):

Were all concerns resolved? Yes or No _____

If not, follow up:

Resident Council Minutes	
New Business – List of Topics Discussed and Recommendations/Concerns/Suggestions:	
Resident Rights Reviewed:	
DEPARTMENTS:	
Administrator/ Business Office:	
Maintenance/Environmental:	
Physical Therapy:	
Activities:	
Dietary:	
Nursing:	
Medical Director:	

Meal of the Month:	
Outings for Next Month:	
1. _____	
2. _____	
3. _____	
4. _____	
Meeting Time Closed: _____	Next Meeting Scheduled: _____
Resident Council President/Representative Signature _____	Date _____
Staff Representative Signature _____	Date _____
Ombudsman Signature (if present) _____	Date _____
Administrator or Designee Signature _____	Date _____

	Documentation - Follow Ups - Completed the same day of the Resident Council - Sent to correct department manager for resolution. - HINT: We don't care what the resolution is!!! We just need the follow up back! - If no follow in one week, send a second notice to department manager - Remember: Follow Ups are for GROUP concerns!
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**Resident Council
Follow Up**

Date of Council Meeting: _____

Name employee and title submitting this form: _____

Department Assigned to Concern: _____

Department Manager Assigned to Concern: _____

Concern: _____

Resolution: _____

Department Manager Signature _____ Date _____



Checklist Toolkit

Resident Council – Checklist Toolkit

☐ One day before meeting ☐ Remind residents of meeting ☐ Ensure previous meeting concerns have completed follow ups ☐ Arrive 15 minutes prior to meeting ☐ Blank meeting minutes form ☐ Blank attendance sheet ☐ Gavel ☐ Refreshments ☐ Open Meeting ☐ Review Purpose ☐ Complete attendance sheet ☐ Approval any non-resident ☐ Review previous meeting minutes "old business" ☐ Non-resolved "old business" added to new minutes	☐ Review Resident Right ☐ New business by department ☐ Thank Residents for attending ☐ Notify Residents of next meeting ☐ Adjourn meeting ☐ Complete formal meeting minutes same day ☐ Complete group concerns follow up same day ☐ Complete individual concerns same day ☐ Submit completed meeting minutes for Resident Council President (if applicable) ☐ Submit completed meeting minutes for Administrator to sign ☐ Follow up on follow ups weekly
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Thank You!

Please don't hesitate to reach out with questions,
we look forward to hearing from you!

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