

### Resident Council President/Representative Interview

Facility Name: \_\_\_\_\_ Facility ID: \_\_\_\_\_ Date: \_\_\_\_\_

Surveyor Name: \_\_\_\_\_

Resident Name: \_\_\_\_\_ Resident Room: \_\_\_\_\_

*If a Resident Council or equivalent group exists, interview the president or an officer. If there is no resident council leader or officer, interview an active council member. This interview may be conducted at anytime throughout the survey. The Resident Council President/Representative may not be included in the resident sample but is always interviewed. If there is not a resident council, do not conduct this task; however, determine whether residents have attempted to form one and have been unsuccessful, and if so, why.*

- ☐ Introduce yourself and 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. The surveyor should 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.
- ☐ 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.
- ☐ Use the space provided for notes and additional information obtained to determine the exact nature of any negative responses.
- ☐ 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 worksheet. 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	Notes
<b>Council</b>	
<p>1. Does the Resident Council meet on a regular basis? <input type="checkbox"/> Yes <input type="checkbox"/> No F243</p> <p>2. Does the facility help with arrangements for council meetings? <input type="checkbox"/> Yes <input type="checkbox"/> No F243</p> <p>3. Is there enough space for everyone who wants to attend? <input type="checkbox"/> Yes <input type="checkbox"/> No F243</p> <p>4. Can you meet without staff present, if you desire? <input type="checkbox"/> Yes <input type="checkbox"/> No F243</p>	
<b>Grievances</b>	
<p>5. Does staff listen to the resident's/Council's views and act upon any grievances the resident/group has filed? <input type="checkbox"/> Yes <input type="checkbox"/> No F244</p> <p>6. Does appropriate facility staff respond to the resident's/group's concerns? <input type="checkbox"/> Yes <input type="checkbox"/> No F244</p>	
<p><i>If Question 6 = Yes, mark Question 7 "NA, facility responds to concerns from the resident/group".</i></p> <p>7. If the facility does not respond to concerns, do they give a reasonable explanation? <input type="checkbox"/> Yes <input type="checkbox"/> No F244</p> <p><input type="checkbox"/> NA, facility responds to concerns from the resident/group</p>	
<p>8. Do you feel a resident or the group can complain about care without worrying that someone will 'get back' at them? <input type="checkbox"/> Yes <input type="checkbox"/> No F165</p>	

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Interview	Notes
<b>Rules</b>	
<p><b>9. Have you (residents) been informed of the rules at the facility (such as restrictions on visiting hours)?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F151</b></p> <p><b>10. Do you think the rules at this facility are fair to all residents?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F242</b></p> <p><b>11. If the Resident Council makes suggestions about some of the rules, does the facility act on those suggestions?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F244</b></p>	
<b>Rights</b>	
<p><b>12. Does staff talk about and review the rights of residents in the facility?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F156</b></p> <p><b>13. Are residents able to exercise their rights?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F151</b></p> <p><b>14. Do you feel that the rights of residents at this facility are respected and encouraged?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F242</b></p> <p><b>15. Is mail delivered unopened and on Saturdays?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F170</b></p> <p><b>16. Without having to ask, are the results of the State inspection available to read?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F167</b></p> <p><b>17. Do residents know who the ombudsman is and how to contact her/him?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F172</b></p> <p><b>18. Does the facility allow you to see your medical records if you ask?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F153</b></p> <p><b>19. Have residents been informed of their right (and given information on how) to formally complain to the State about the care they are receiving?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>F156</b></p>	

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Interview	Notes
<b>Rights</b>	
<p><i>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.</i></p> <p><b>20. Do you have any questions, or is there anything else you would like to tell me about the Resident Council?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	