

# Training Plan- Grievance Policy and Procedure

All Staff

*LeadingAge*<sup>®</sup>



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## Training Plan: Grievance Policy and Procedure – All Staff

Training Name: Grievance Policy and Procedure - All Staff					
	<input type="checkbox"/> Training <input type="checkbox"/> Simulation <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Presentation				
<b>Training Objectives</b>	<ol style="list-style-type: none"> <li>1. Obtain a basic understanding of the new changes to the facility Grievance Policy.</li> <li>2. Understand the role and responsibilities of the facility Grievance Official.</li> </ol>				
<b>Connection to Overall Project Goals</b>	<ul style="list-style-type: none"> <li>• This training is part of the overall project to educate and support nursing, facility operators and staff regarding the revised requirements of participation for nursing homes as it relates to the Grievance Policy and the role of the Grievance Official</li> </ul>				
<b>Participants: Who should attend?</b>	<p>For the purposes of this education, we will refer to the regulations for the new grievance P&amp;P as well as the role of the Grievance Official. Education is offered in slide presentation form with speaker’s notes for use by each facility.</p>				
	<table border="1"> <tr> <td><b>What training should they attend before this one?</b></td> <td> <ul style="list-style-type: none"> <li>• No pre-requisite</li> </ul> </td> </tr> <tr> <td><b>What training should they attend after this?</b></td> <td> <ul style="list-style-type: none"> <li>• Annually or as needed</li> </ul> </td> </tr> </table>	<b>What training should they attend before this one?</b>	<ul style="list-style-type: none"> <li>• No pre-requisite</li> </ul>	<b>What training should they attend after this?</b>	<ul style="list-style-type: none"> <li>• Annually or as needed</li> </ul>
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<b>Facilitators: (How many trainers should participate and whom?)</b>	<p><i>One presenter will be needed to facilitate the presentation, discussion and post-test</i></p>				
<b>Logistics Requirements</b>	<p><b>What is needed?</b></p>				
	<ul style="list-style-type: none"> <li>• Room for training</li> <li>• Projector</li> <li>• Screen or other blank light colored surface</li> </ul>				

This document is for general informational purposes only.

It does not represent legal advice nor relied upon as supporting documentation or advice with CMS or other regulatory entities.



## TRAINING REFERENCES

Federal Register/Vol. 81, No. 192/Tuesday, October 4, 2016/Rules and Regulations  
Department of Health and Human Services, Centers for Medicare & Medicaid Services  
Medicare and Medicaid Programs: Reform of Requirements for Long-Term Care Facilities

<https://www.federalregister.gov/documents/2016/10/04/2016-23503/medicare-and-medicaid-programs-reform-of-requirements-for-long-term-care-facilities>

"SOM - Appendix PP." SOM - Appendix PP. CMS, n.d. Web.

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/Survey-and-Cert-Letter-17-07.pdf>

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