

# Grievance Policy and Procedure

For All Staff

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# Grievance Policy

## Objectives:

- Obtain a basic understanding of the new changes to the facility Grievance Policy
- Understand the role and responsibilities of the facility Grievance Official



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# Introduction

- The nursing home Requirements of Participation (RoP) are the regulations that set minimum standards for nursing homes.
- The RoP were rewritten in October 2016.
- The changes in regulations go into effect over the next three years, in phases.



# Overview of the Regulation

- **§ 483.10(j) Grievances**

The resident has the right to voice grievances to the facility or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal.

Such grievances include those with respect to care and treatment which has been furnished as well as that which has not been furnished, the behavior of staff and of other residents; and other concerns regarding their LTC facility stay.



# Overview of the Regulation

- Make information available on how to file a grievance or complaint available to the resident
- Postings
- File in person, in writing and anonymous



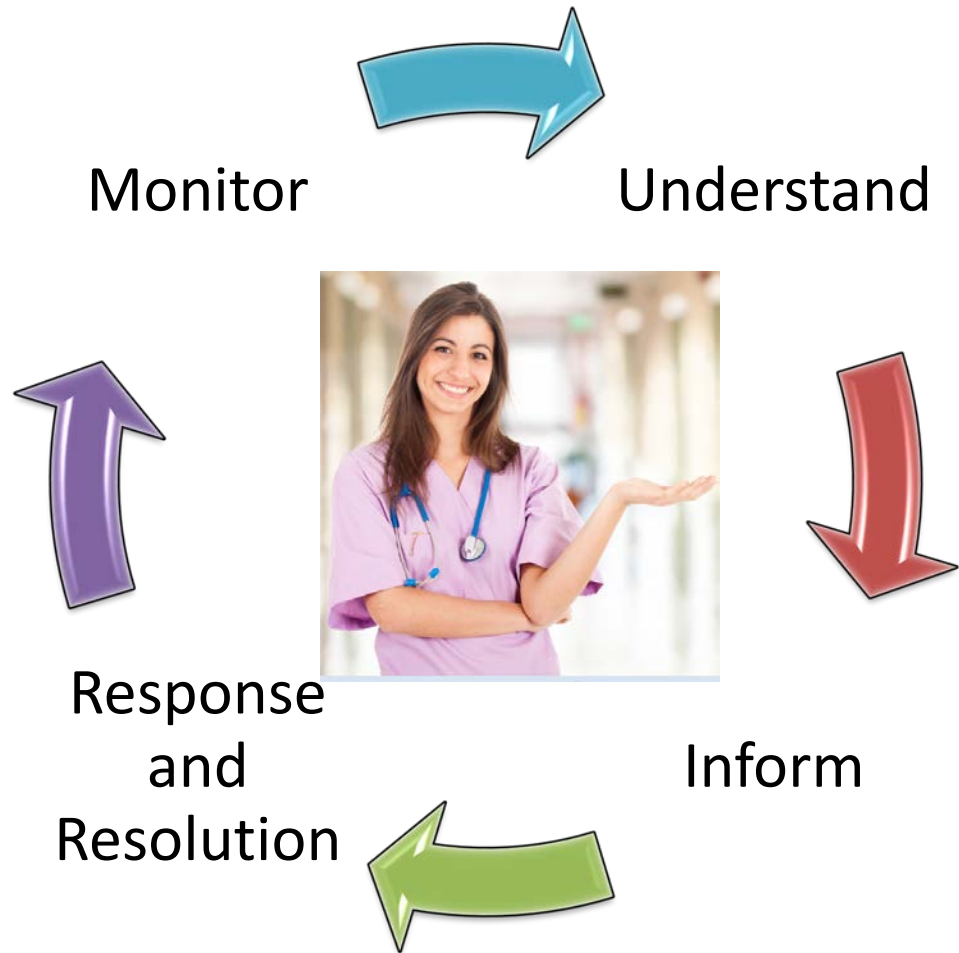
# Overview of the Regulation

- Grievance Official
- Roles and Responsibilities
  - Oversee
  - Intake
  - Investigate
  - Response
  - Resolution
  - Track
  
- Who?



# Facility Response

- Understand
- Inform
- Limitations
- Monitor



# Understand – Grievance Process

- What is a grievance or concern?
- Why do we need a grievance process?



*Grievances!*



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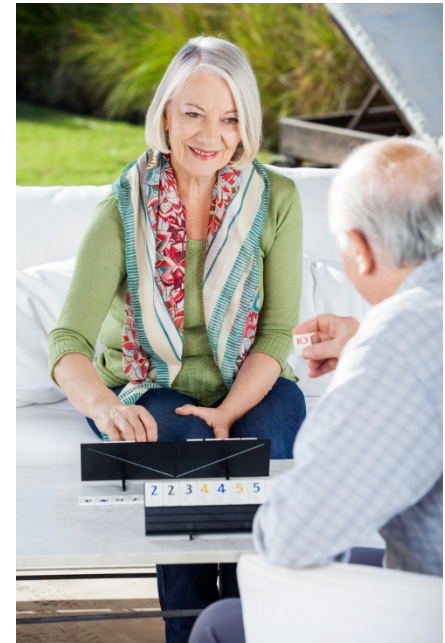
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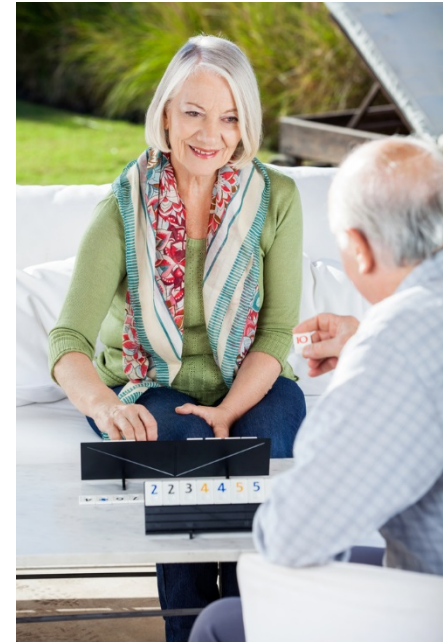
# Understand – Grievance Process

- Grievance Official
- The facility will train and designate an individual who is responsible for:
  - Overseeing the grievance process in conjunction with facility administration
  - Receive and track all grievances through to their conclusion



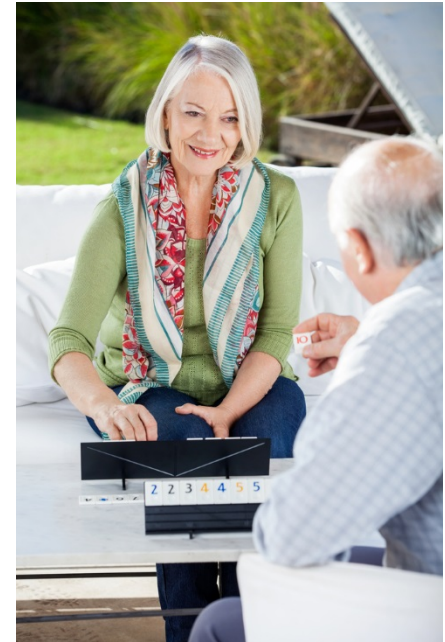
# Understand – Grievance Process

- Grievance Official
- The facility will train and designate an individual who is responsible for:
  - Lead all necessary investigations by the facility
  - Work with facility staff utilizing root cause analysis processes for resolution of the grievance or concern
  - Maintain confidentiality of all information associated with grievances



# Understand – Grievance Process

- Grievance Official
- The facility will train and designate an individual who is responsible for:
  - Complete written grievance resolutions/decisions to the resident involved
  - Coordinate with state and federal agencies as necessary in light of specific allegation



# Inform – Residents and Representatives

- Verbally or in writing
- Included
  - How
  - Resident Rights
  - Contact information of Grievance Official



# Inform – Residents and Representatives

- Verbally or in writing
- Included
  - Time frame
  - Written resolution decision
  - Contact of independent entities
- Resident Council



# Inform – Grievance

- All Staff
- Your Role and Responsibility
- Next Steps



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# Inform – Grievance Official



- Orally
- In Writing
- Resident Council
- Forms
- Location of Postings and Forms



# Response and Resolution

- Receive
- Grievance Official
- Investigation
- Immediate Actions
- Resolution
- Track





# Monitor

- Interviews
  - Residents
  - Staff
- Resident Council
- Satisfaction Surveys
- Problem/Concern Process
- Observations
- Trends
- QAPI



# Summary

- Understand
- Inform
- Response and Resolution
- Monitor



# Questions?

## Resources:

"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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# THANK YOU FOR PARTICIPATING IN THIS EDUCATION SESSION!



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