

CASE PLANNING WORKSHEET

Complainant: _____

_____ Analysis of law and regulation

_____ Interview plan

_____ Observation plan

_____ Document review

_____ Verification Worksheet

_____ Resolution plan

ANALYSIS OF LAW AND REGULATION

What laws, regulations, and/or standards might apply to these problems? NOTE: Be sure that you are not relying on the summarization included in Chapter 6. You should check the actual sources provided to you in the appendices to Chapter 6.

OBRA 87 (federal law):

Medicaid/Medicare Requirements (federal requirements):

Resident's Bill of Rights (state law):

Standards for Payment (state regulation):

INTERVIEW PLAN

Who will you interview? **What** information do you need from them? How much time do you estimate you will need? What setting would you prefer? How will you approach the issue(s)? (Write your questions as though you were talking to the person.)

<u>Who</u>	<u>Information Needed</u>	<u>Approach/ 1st Question for each major subject area/ issue</u>	<u>Preferred Setting</u>	<u>Est. Time</u>

INTERVIEW PLAN (Cont.)

<u>Who</u>	<u>Information Needed</u>	<u>Approach/ 1st Question for each major subject area/ issue</u>	<u>Preferred Setting</u>	<u>Est. Time</u>

INTERVIEW PLAN (Cont.)

<u>Who</u>	<u>Information Needed</u>	<u>Approach/ 1st Question for each major subject area/ issue</u>	<u>Preferred Setting</u>	<u>Est. Time</u>

OBSERVATION

What do you want to observe and why?

DOCUMENT REVIEW

What documents (other than laws and regulations) might you want to consult and why?

VERIFICATION WORK SHEET

Complaint: _____

<u>Evidence that supports:</u>	<u>Evidence that conflicts:</u>

Conclusion: ___ Verified ___ Undetermined ___ Not justified

RESOLUTION PLANNING

1. What is the root cause of the problem?

NOTE: The "root cause" is the problem you find after an investigation. It explains why the problem occurred. The one reported by the complainant may have been only a symptom of a larger problem. Solving the root problem will solve the complainant's and similar problems.

2. What outcome does the resident want?

3. Is the resident willing to participate in the resolution process? If so, how?

4. Who needs to be involved?

5. What are some possible solutions to the problem? (List at least 2)

6. Of the possible solutions, which one do you want to try first and why?

RESOLUTION PLANNING (Cont.)

7. What objections might the facility (or others) have to your proposed solution? How will you respond to the objections?

8. What actions (approaches) will you take to resolve the problem?

9. How will you know the problem is fixed?