**Quiz for the Problem-Solving Process: Investigation**

State \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Local or Regional Program \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Circle True or False:**

1. If a family member asks you to investigate a complaint, you must do so even if the resident asks you not to proceed.

True

False

2. An interviewer should never completely believe or disbelieve everything a person says.

True

False

3. Information relating to a case must be kept confidential only if the resident asks that it be kept confidential.

True

False

4. The purpose of a LTCO investigation is to determine whether the complaint is verified and to gather the information necessary to resolve it.

True

False

5. As an advocate, LTCO are called upon to be respectful, and sometimes even empathetic, to the concerns of the facility.

True

False

6. In beginning an investigation, the LTCO needs to know if the complainant has taken some action to resolve the problem.

True

False

7. An interview is a social situation and the relationship between the LTCO and the interviewee will affect what is said.

True

False

8. A LTCO may review a resident’s financial records only with the administrator’s permission.

True

False

9. The ultimate goal of the LTCO approach to problem solving is to help staff become more responsive to residents and residents better equipped to directly express their concerns to staff.

True

False

10. If a LTCO receives a complaint from an anonymous source, the LTCO can disregard the complaint because follow-up will be impossible.

True

False

11. A LTCO tries to resolve a complaint within the facility before turning to outside agencies unless the LTCO knows the administrator will refuse to act on the complaint.

True

False

12. If there is an issue between two residents and the LTCO is asked to intervene, the LTCO decides which resident has the stronger case and works to resolve the issue to that resident’s satisfaction without representing the other resident.

True

False

13. An absence of complaints means that all the residents are receiving quality care or experiencing an acceptable quality of life in that facility.

True

False

14. A LTCO investigates complaints using the same standard of proof that surveyors and law enforcement officials use.

True

False

15. Accurately determining the root problem of a complaint is essential to finding a lasting solution.

True

False

16. Listening for what is not being said is an important part of interviewing.

True

False

17. If a complaint is not verified, there is nothing more a LTCO can do but to close the case.

True

False

18. The LTCO’s interview notes need to include the facts and the LTCO’s opinions about the interviewee’s attitude and the accuracy of the statements made.

True

False

19. LTCO must be able to observe a problem before they can work to resolve it.

True

False

20. LTCO need to review as many types of documents as possible during an investigation.

True

False

21. When access to a resident’s records is necessary, an empowerment approach is to suggest that the resident or legal representative ask to review his/her records.

True

False

22. When a resident has a legal representative with decision-making power, the resident loses the right to participate in decisions about their daily life and care.

True

False

23. All of the documents that a LTCO may examine during an investigation require permission to access.

True

False

24. Knowing what outcome the complainant wants is important during a LTCO’s investigation.

True

False

25. The LTCO’s goal in problem solving is achieving satisfaction for residents.

True

False