

### After the Survey

- Read the survey results. You can look for them in the lobby, in the dining area or where activities take place. If you can't find them, ask the social worker where they are.
- Talk to the facility Administrator about the survey if you have questions. You want the Administrator to know that you are interested and care about life in the facility. After all, your relative or friend is living there.
- Call the Ombudsman. Like you, the Ombudsman assigned to the facility represents the residents there. If you want to talk over the survey results, any concerns you still have about the survey or life at the facility, the Ombudsman can help.

You can always call the surveyors who came to the facility if you have any questions or concerns about their findings.

### And Remember

Your continuing interest and participation in the life of your relative or friend living at the nursing home is the single most important factor.



State of Wisconsin  
Board on Aging and Long Term Care  
Ombudsman Program  
1402 Pankratz st., Suite 111  
Madison, WI 53704-4001  
1.800.815.0015  
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[boaltc@ltc.state.wi.us](mailto:boaltc@ltc.state.wi.us)

website  
email

# The Nursing Home Survey

## A Guide for Residents and Families



### What You can do to Help

#### During the Survey

- Contact the Surveyors! You may speak with them privately or over the telephone about any difficulties you have about the care and treatment and quality of life for you relative or friend. Be sure to ask them to get back to you about your concerns.
- Encourage your relative or friend to talk with the surveyors about any concerns they have about life in the facility. *Residents know better than anyone how things are going!*
- Attend the exit conference if you can. Ask the surveyors questions about what they found. They will talk about the good things they saw as well as the things that were troublesome. This is a good opportunity to learn more about the facility, the survey process and what happens next.



## Survey Preparation

### The Survey Team:

- 3–5 persons who have knowledge of various nursing home functions.
- A team leader is specified to coordinate survey activities.

### Before the on-site visit, surveyors review facility information

- Past surveys and complaints filed.
- Ombudsman information and referrals.
- Resident medical and financial profiles.

### When entering a nursing home

- A tour is conducted to identify problems and choose the resident sample.
- A notice is posted in a prominent place telling residents and families that a survey is in progress including where the team is located and how long the survey will continue.

## The Survey

### Step 1: A Sample of Residents is Established.

### Step 2: Resident Interviews and Observations.

Surveyors talk with the residents in the sample or, if the resident cannot communicate, the surveyor will interview their family member or legal representative. Surveyors ask resident details about:

- What life is like for the resident.
- How care and treatment is going.
- Any problems they have with the nursing home.

Surveyors will also observe these residents as they go about their daily routines during the survey.

### Step 3: Group Interview

The resident council or another group of residents is interviewed to determine if there are any problems in the facility and to talk about how things are going.

### Step 4: Medications

Surveyors observe nursing home staff preparing and dispensing medications to residents.

### Step 5: Care and Treatment

Surveyors will observe nurses and nurses aides as they provide hands-on care and treatment to residents in the sample.

### Step 6: Mealtimes and Food

The quality and quantity of food will be monitored and surveyors will check on special diets prescribed by the doctor. They watch to see that residents who need help to eat receive the required assistance.

### Step 7: Other Survey Activities

Surveyors check to see if the facility has enough staff to meet each resident's needs and comply with staffing requirements in the law.

- Residents are observed as they go about their daily routines, participating in activities, etc.
- The facility is inspected for cleanliness, safety, infection control practices and storage of supplies.
- An engineer inspects the building for code compliance.

### Step 8: Exit Conference

After the surveyors complete the survey, they meet with residents, families and facility staff to report on what they found during the inspection. This is not an official report, that comes later.



## After the Survey

- The nursing home will receive the official results of its survey, called the Statement of Deficiency about 10 days after the survey.
- The Statement of Deficiency is required by law to be posted in a public place in the facility for public review.
- A few days later, the facility will also post its plan to correct the problems found by the surveyors. This plan is filed with the BQA and is added to the Statement of Deficiency.