Okay... Back to Reality!

Grievances? Complaints? Not in MY Facility!

I don’t like that man very much, so I am going to try to get to know him better.

Abraham Lincoln

Road Map For Today

Critical thinking and listening as essential skills to manage complaints
Why and how to validate perceptions
Completing a complaint form
Documenting in the medical record

Critical Thinking

“A good synonym...is reasoning.”

“...critical thinking is a process and clinical judgment is a result of the process...”

Risk Management

Convincingly Justified

To Do: Nothing
KNOW Your Policies

Know the Regulations

F165 Right to Voice
F166 Right to prompt efforts to resolve
F244 Must listen and respond to grievance of resident/family groups

Complaint or Allegation of Abuse?

<table>
<thead>
<tr>
<th>Complaint</th>
<th>Allegation of Abuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing Items</td>
<td>Neglect</td>
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<td>Food</td>
<td>Sexual inappropriateness</td>
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<td>Equipment repairs</td>
<td>Yelling, racial slurs</td>
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<td>Timeliness to call light</td>
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<td>Roommate disagreements</td>
<td>Hitting, pushing</td>
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<td>Room repair</td>
<td>Misappropriation of property</td>
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<td></td>
<td>Abandonment</td>
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Complaint Example

“Spouse concerned re: room facing west and sun comes in. He wants tinting on the windows. Spouse concerned that she needs more assist with eating than she is receiving. Spouse concerned that wife needs high back wheelchair for comfort.”

What percent of communication is verbal?

7%
Sit up straight
Use their name
Be comfortable with stressful encounters

Restate, Rephrase, Clarify
“So what I’m hearing you say is...”
“It sounds like ___ is really important to you...”
“So what you are upset about is...”
“What you really want to happen is...”

Agree Whenever Possible
“My husband hates bingo and there is never anyone to play pinochle with him.”

Try saying...
“You are right, it is hard to find other residents who can play that game.”

"Yes, I agree.”
“Yes, you are right about that.”
“Yes, she sure does enjoy that.”
“Yes, we sure have been busy today, but...”

Being heard

May reveal other factors

But, for the moment...

“The concern should be validated.”
What is Perception?

An opinion (e.g., a complaint)

ALL complaints must be treated as **valid**

**Valid** because it is the PERCEPTION of that individual

The perception is not necessarily accurate, just **valid**

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Perception & Reality

Document the **perception** of the problem

Then, document the **reality**

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8/12 1730 Observed patient yelling at charge nurse “You’re a ****ing idiot! I haven’t gotten my pain medicine all day!”

Nurse administered pain med per orders at 0800 and 1600 today. A breakthrough dose was administered at 1330. Spoke with patient who complained of pain in her lower back...

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Son in disagreement that dad does not have a private room, stated, “This place costs an arm and a leg. The least you can do is give him his own room!” Son doesn’t feel his dad should have to share a room.

Resident payer source is Medicaid which does not cover a private room rate. Resident has not offered complaints regarding having a roommate. This writer explained his father’s payer source as well as talked with son regarding his feelings about dad’s placement in the LTC setting. He shared that he feels badly that he couldn’t care for dad at home any longer. Offered support and encouraged son to call or stop by to visit anytime. He expressed appreciation.

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“I am sorry the dentures are missing.”
“I see how this would concern you.”
“I’m sorry your mom isn’t feeling well.”

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Take Action

Say what you can do and DO IT

“Ruth, I am going to get someone now to help change your mom’s clothing. Let’s walk down the hall together.”
“Spouse concerned re: room facing west and sun comes in. He wants tinting on the windows. Spouse concerned that she needs more assist with eating than she is receiving. Spouse concerned that wife needs high back wheelchair for comfort.”

Investigation:
“Staff notified to provide more assist with eating. Central supply notified of wish for high back wheelchair. Maintenance notified of request for tinting to window.”

Plan to Resolve Concern(s) and Prevent Reoccurrence:
“Central supply has ordered wheelchair. To be delivered 5/23/12. Wheelchair delivered to client 5/25/12.”

Resolution
“Husband aware of new wheelchair. Still concerned about sun in room.”

Documenting Complaints

Mistake
Accidently
Incident
Grievance
Abuse/abusive
Somehow
Appears
Unintentionally
Miscalculated
Confusing
Apparently
May be
Could be
Assume
“Appears”

“Resident appeared happy as evidenced by laughter and a smiling face.”

or

“Resident was laughing and smiling.”

“Resident appeared furious as evidenced by yelling and threatening to throw her laptop.”

or

“Resident was yelling and held her laptop above her head.”

“Will follow up” or “Will monitor”

Documentation

Complaint Form

Medical Record

More detailed
Use of staff names
Internal use only
Not filed in resident record
Performance improvement projects.

Medical Record

Summary of event
Focus on impact of quality of life or care
Limited use of staff names
Emphasize resolution
Update care plan when necessary.
Supervisor, Louise, from [agency name] contacted social worker to relay that three caregivers from her staff were refusing to provide further services to resident. She relayed that the caregiver had put the call light on and staff was “non-responsive” for >1 hour leaving the caregiver to provide care without staff assist.

Investigation
Social worker followed up with agency to request specifics of dates/times. Two of the three caregivers declined to provide details. Caregiver who worked 8a-8p shift on 5-9-13 stated that she put the light on three times and the wait was about 20 minutes, making the cumulative time >1 hour. Caregiver was unable to leave resident alone due to behaviors to physically look for staff assist and provided ADL care by self resulting in “hurting her back” and a subsequent request not to return to provide services to resident.

Investigation, cont.
Pulled data reports for call lights for 5-9-13 thru 5-10-13 and 5-23-13. Report does not substantiate claim that light was not answered in >1 hour. Responses ranged from 56 seconds to 17 minutes.

Resolution/Notification
Followed up with agency supervisor with results of investigation. Requested that she educate staff that if they feel call light is not being answered timely, to use phone in room to contact nursing station and stand in doorway to obtain staff attention. She verbalized agreement and stated she would educate her staff. There was never any interruption in caregiver services by agency. Wife notified of outcome and she expressed appreciation.

Documentation in Mr. Lewis’ Chart
Supervisor, Louise, from [agency name] called to report that facility staff was taking greater than one hour to answer the call light. Data reports from the stated dates were reviewed and response times ranged from 56 seconds to 17 minutes. Returned call to Louise to discuss strategies to obtain assistance including caregiver staff using the phone in resident’s room to contact nursing station and stand in doorway to obtain staff attention. She verbalized agreement and stated she would educate her staff. There was never any interruption in caregiver services by agency. Wife notified of outcome and she expressed appreciation.
Paint the Picture

The reader should be able to SEE the behavior and/or HEAR the patient verbalizing

Steven Greenwald

Not Sure What to Write?

Write a draft

Review with a colleague

Shred draft

Resources

Alfaro-LeFevre, Rosalinda, Critical Thinking and Clinical Judgment A Practical Approach to Outcome-Focused Thinking. (Stuart, Florida: Saunders, 2009)

Beicher, Tra, RNC, ARM, HRM, CWS, Defensive Documentation for Long-Term Care: Strategies for creating a more lawsuit-proof resident record, HCPro, Inc, 2003

Greenwald, Steven C., Social Work Policies, Procedures and Guidelines for Long-Term Care, SocialWork Consultation Group Publishing, 2002


http://clas.uiowa.edu/socialwork/nursing-home/nursing-home-social-workers-listserv

Many thanks to TIS Healthcare Services Division for sponsoring this webinar.

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Thank you for your time and attention. Paige