

Glossary of Terms

“Making the Communication Connection: The Nursing Home Survey Process”

Active or Reflective Listener - - A person who shows a genuine interest in what the other person talking has to say. A person who gives feedback to the person talking and provides additional information or asks for clarification to make sure they understood the question or information from the other person.

Administrator - - A person who is licensed to be in charge of the operation and administration of the nursing home.

Advocate - - A person who acts on behalf of a resident or residents in a nursing home. An ombudsman is an advocate for consumers.

Attending Physician - - A licensed physician who has primary responsibility for the medical care of a resident in a nursing home.

CNA - - Certified Nursing Assistant or a Nursing Assistant Registered (NAR). A trained nursing home employee who is on the states nursing assistant registry and who is assigned by the director of nursing services to provide or assist in providing cares to residents (e.g. feeding, bathing, toileting).

Deficiency - - A skilled nursing facility’s or nursing facility’s failure to meet a federal participation requirement (standard) specified in the Act or in 42 CFR Part 483 Subpart B. Violations are documented on a Statement of Deficiencies, also known as form “2567”. Violations can fall within one of 17 major areas such as quality of care, quality of life and physical environment. Deficiencies are rated on a scale from A to L depending upon their severity and scope. A through C deficiencies refer to situations with no actual harm with potential for minimal harm. The highest levels, J through L, are associated with immediate jeopardy to residents health or safety. Deficiencies that are not corrected can result in penalties such as fines and denial of Medicare or Medicaid payments for new admissions. Violations of state regulations are called correction orders, whereas violations of federal regulations are called deficiencies.

Director of Nursing - - A registered nurse whose responsibilities in a nursing home include, but are not limited to, the following: overseeing the total nursing care of residents, developing resident care plans, establishing and implementing nursing policies and procedures, and training and supervising nursing staff.

Entrance Conference - - A meeting usually between the MDH “team leader” and the nursing home administrator and director of nursing to explain the survey process and request documents and other required information (e.g. list of admissions, discharges and transfers). Sometimes the full survey team will attend the first part of the meeting to be introduced, and then they are excused to begin their survey tasks.

Exit Conference - - A meeting between the MDH survey staff, facility staff, residents, family members, ombudsman, and other advocates to explain the preliminary results of the survey (e.g. deficiencies). Information such as resident or staff names is considered

confidential, and is not disclosed in this meeting. Approximately 10 working days after this meeting, MDH sends the facility a copy of the Statement of Deficiencies, also referred to as the “2567”. The final Statement of Deficiencies includes more specifics about the deficiency (e.g. deficiency tag # and scope and severity level) and requires the facility to submit a Plan of Correction within 10 calendar days from receipt of the Statement of Deficiencies (Form 2567) for MDH review and approval.

Facility - - A nursing home that is licensed by the state (MDH). The majority of nursing homes in MN are licensed by MDH and certified by the Federal Government. MDH is under contract by the federal government to inspect federally certified facilities.

Family Council -- A group of resident family members who meet on a regular basis to discuss care and services of the nursing home. MDH surveyors are required by law to interview a family council representative as part of the survey process.

Federal and State Standards - - Specific requirements or regulations that the nursing home must meet in order to provide quality of care, quality of life and a safe environment for its residents.

Federal Survey Protocol -- The State (MDH) is under contract with the federal government to inspect nursing homes. The federal government has specific tasks that surveyors are required to complete as part of conducting a survey. These tasks include, but are not limited to the following: entrance conference; selection of resident sample; interviews with residents, facility staff and family members; observation of staff interaction with residents; observation of medication passes and kitchen sanitation; review of resident assessments and care plans; review of facility policies and procedures; and, an exit conference.

Initial Tour - - The initial tour occurs at the beginning of the survey and it is when surveyors walk through the facility introducing themselves to residents and staff. The initial tour is intended to give surveyors a general impression of the care and services provided by the facility.

Long Term Care Facility -- A nursing home or boarding care home licensed by the state.

Medical Director - - A licensed physician who is responsible for coordinating medical care in the facility and helps develop, implement and evaluate resident care policies and procedures. The medical director may also serve as a resident’s attending physician.

Office of Health Facility Complaints (OHFC) -- OHFC is part of the Department of Health responsible for addressing complaints, questions, or concerns that relate to licensed facilities (hospitals, nursing homes, boarding care homes, supervised living facilities, assisted living and home health agencies). OHFC investigates violations of state and federal regulations, patient and residents’ rights, or the MN Vulnerable Adults Protection Act (physical or mental abuse, neglect, or unexplained injury).

Ombudsman -- The Office of Ombudsman for Older Minnesotans is state agency which serves as a consumer advocate and investigates concerns related to the rights, services and benefits of long-term care consumers. An ombudsman is a person who investigates complaints, resolves disputes, and advocates for long-term care residents.

Preliminary Decision Making Meeting - - This is a private meeting between survey team members to discuss final observations and findings, and to determine if any deficient practices exist.

Quality Indicator Reports - - Quality Indicator Reports generate data on 24 indicators or measurements of resident quality of care. These reports are reviewed prior to the start of a survey (onsite) to determine which residents should be part of the survey sample or which residents should be observed during survey.

Regulations - - Regulations are state and federal requirements that nursing homes must follow relating to providing quality of care, quality of life, and a safe environment for its residents.

Resident Council - - A resident council is a council made up of nursing home residents to discuss and resolve issues regarding the care and services provided by the nursing home (e.g. food, activities, laundry services). The council meets on a regular basis and is chaired by a nursing home resident.

Survey(s) - - A periodic, resident-centered inspection that gathers information about the quality of service furnished in a facility to determine compliance with requirements of participation. The State (MDH) is under contract with the federal government to inspect nursing homes every 12 months, on average.

Survey Team - - The survey team is a team of MDH surveyors, most which have a nursing background, who are responsible for the care and services of a nursing facility. The number of surveyors on the team depends upon the size of the facility being surveyed. Each survey team has a team leader who is responsible for managing the survey tasks and communicating with facility management.

Team Meetings - - A private meeting between the MDH team leader and the survey staff to discuss observations and findings. The team meets at least daily and often times more than once a day.

Verify/Clarify Meeting - - A meeting usually between two surveyors and two facility management staff (e.g. Administrator, Director of Nurses), to discuss preliminary observations and findings and areas of concern or any potential deficiencies identified by the survey team. The meeting provides the facility with an opportunity to provide additional information and clarification related to those concerns. The Verify/Clarify meeting is a state initiated survey task, not a federally required survey task.