

ATTENTION SURVEYORS AND STATE SURVEY AGENCIES

Getting Individualized Care Right: The Surveyor Perspective



A WORKSHOP FOR STATE SURVEY TEAMS

- Do you struggle with how to evaluate compliance with both Quality of Life and Quality of Care regulations when they seem to be in conflict?
- Is it clear to you how to ensure both choice and safety, and when a care community should or should not over-ride a resident's preferences?
- Do you feel uncertain about how to capture a negative outcome in quality of life, and when it merits a deficiency?
- Would you like an opportunity to discuss with other surveyors what information or support you need to better make difficult survey decisions?
- Do you have ideas about what additional information or support would help guide you in making these difficult decisions?

Individualized Care practices are clearly established by the nursing home law and regulations, but that doesn't mean it's easy to implement or evaluate them.

This full-day Surveyor Workshop at the Pioneer Network Annual Conference is by, for, and about surveyors and the challenges they face in determining when care practices are appropriately respecting residents' preferences versus inappropriately putting residents at risk for negative outcomes. With your help, we will identify current challenges and determine what future resources might be developed to support the important work of the survey process in ensuring residents have individualized care that respects their preferences and assures their highest practicable physical, mental, and psycho-social well-being.

Register now and find out how you can get involved in this Workshop!

WHEN: Monday, August 4, 2014, 10:00 am to 4:00 pm

WHERE: Sheraton Kansas City Hotel at Crown Center, Kansas City, Missouri

COST: \$99 per person, includes workshop & conference

TO REGISTER, GO TO:

<http://pioneenetwork.net/Events/2014Conference/>



**JOURNEY to the
HEARTLAND**

 Pioneer Network's
2014 National Conference

August 4-7, 2014
Sheraton Kansas City - Crown Center
Kansas City Missouri

The Hulda B. & Maurice L.
Rothschild
FOUNDATION

*Thanks to the generous support of the
Hulda B. and Maurice L. Rothschild Foundation,
the cost for surveyors to attend
this one-day program AND the rest
of the conference is just \$99.00 per person.*