

WHO'S

WHO

In Long-Term Care

Key Staff in Nursing Facilities

- Administrator/ Executive Director / Manager
- Director of Nursing (DON)
- Assistant Director of Nursing (ADON)
- Charge Nurse
- Certified Nursing Assistant (CNA)
- MDS Coordinator
- Care Plan Coordinator
- Social Worker or Social Services Director
- Activities Director



Key Staff in Nursing Facilities

- Dietary Manager or Director of Food Services
- Physical, Speech, and Occupational Therapists
- Laundry Supervisor
- Housekeeping Manager / Director
- Maintenance Supervisor
- Business Office Manager
- Admissions Coordinator
- Medical Director
- Pharmacist Consultant





Who do you go
to for what?

- ✓ Call lights not being answered
- ✓ Residents are bored
- ✓ Cold food
- ✓ Sticky floors
- ✓ Poor staff attitudes towards residents
- ✓ Broken sink
- ✓ Soiled laundry in the resident's room
- ✓ Not included on shopping trips
- ✓ Resident's bill
- ✓ CNAs waking residents at 4:00 AM



Suggestions on Addressing Concerns


Get Get a copy of facility policies: Concern/Grievance policy
(you can always ask for
another Admission Packet!) Lost & Found Policy

Ask Ask for a facility Inservice on how to file a complaint or grievance so staff and residents hear the info at the same time.

Find Find that person in the facility who can help you get what you want to accomplish - don't be afraid to "burden" staff that you can trust with your problems.

Get Get a listing of all the staff and their extensions so you can call people directly.

Look Look at when to approach staff with a concern - asking a Nurses Aid to help you find your lost sweater when she is taking a another resident to the shower, may not be the best time.



Use Resident Council meetings to bring up concerns; make sure that the minutes reflect the concern you brought up.

A word about Resident Councils:

- These occur monthly
- Purpose is so that residents can speak freely about their life in the facility - compliments, concerns, complaints and suggestions
- Minutes should be taken and shared in some manner
- Issues discussed in the Council Meeting should be addressed by the facility

If you are getting nowhere or need additional support... call your Ombudsman and/or IDPH.

Who are the Ombudsman?

- We are advocates for the residents
- Everything we do is confidential
- We only do what the resident wants us to do
- We are FREE!!

Who is IDPH?

Illinois Department of Public Health

- They are regulatory – responsible for the “survey”
- They make sure that facilities are following the rules
- They investigate complaints
- They issue citations when it is determined that a facility is not in compliance.

Summary

Be empowered to advocate for yourself. This is your home and your life. Be confident in yourself and what you need ...



and know that there are people available to support you if you need it!