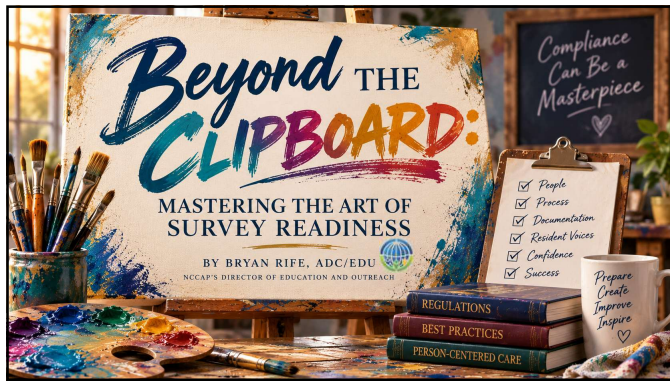








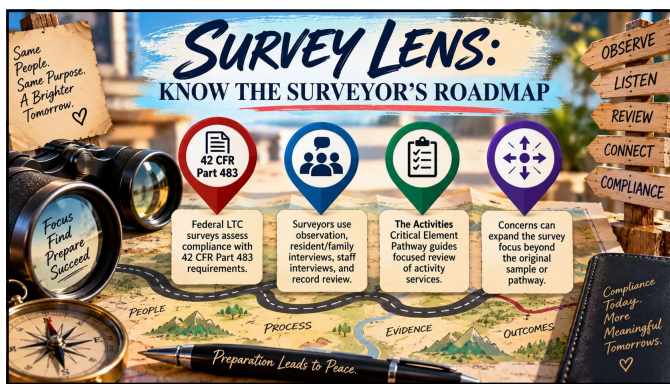
What part of survey season usually creates the most stress for you?

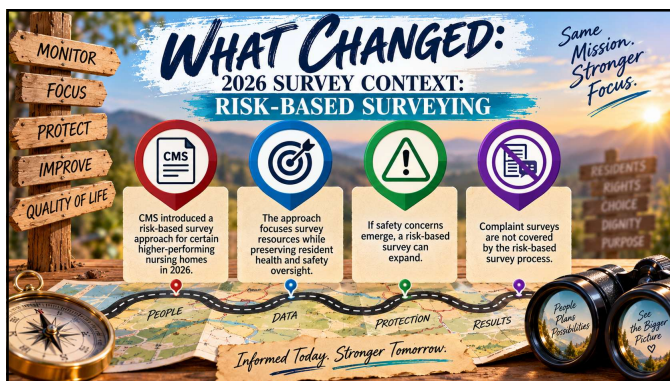
Do not edit
How to change the design

The Slido app must be installed on every computer you're presenting from

slido











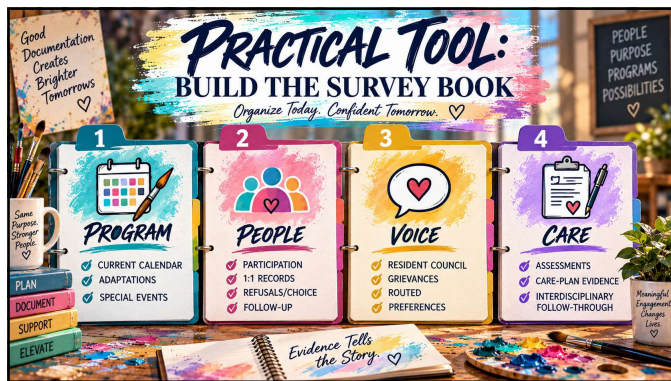


What is one adaptation that helps a resident participate more meaningfully?

Do not edit
How to change the design

1 The Slido app must be installed on every computer you're presenting from

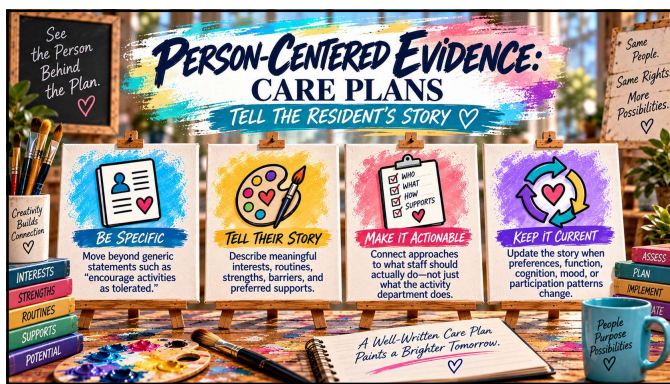
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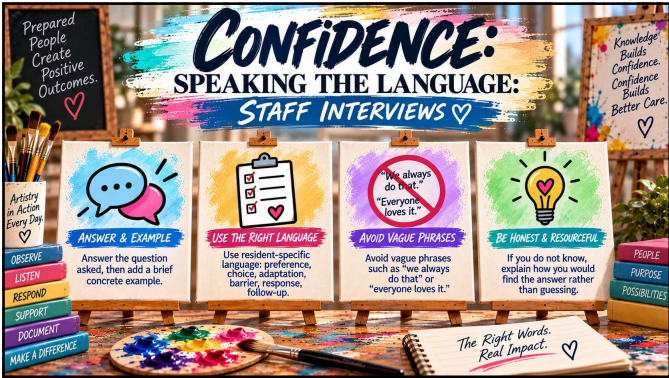












BEYOND THE CLIPBOARD

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WORKSHOP

Interview Practice: Upgrade the Answer

QUESTION

"How do you know this activity is appropriate for Ms. Lee?"

STRONGER ANSWER

"Her assessment shows she prefers music and small groups. We invite her personally because she misses announcements. She becomes overwhelmed in large groups, so we seat her near the doorway and offer the smaller afternoon music group. We track her response and update the care plan when patterns change."

VAGUE ANSWER

"She likes activities and usually comes."

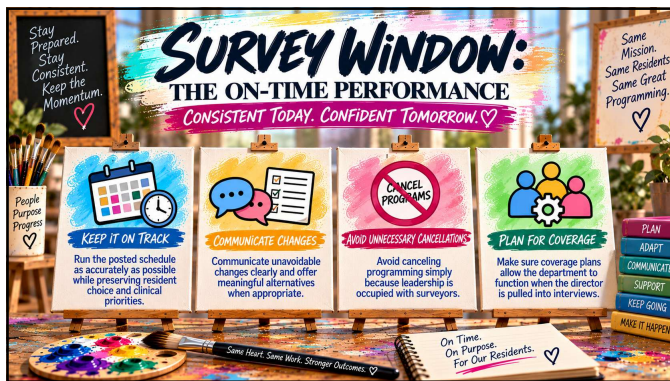
Practice: What evidence would corroborate the stronger answer?







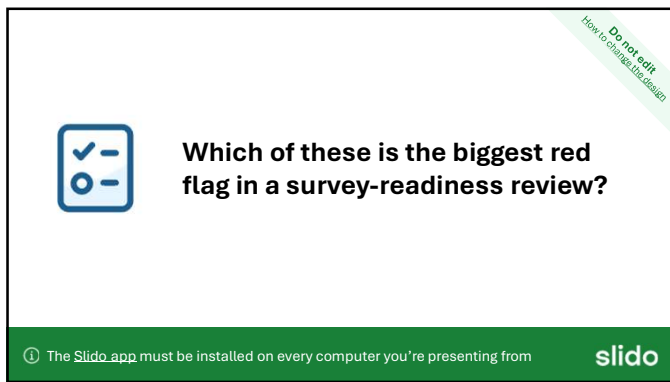




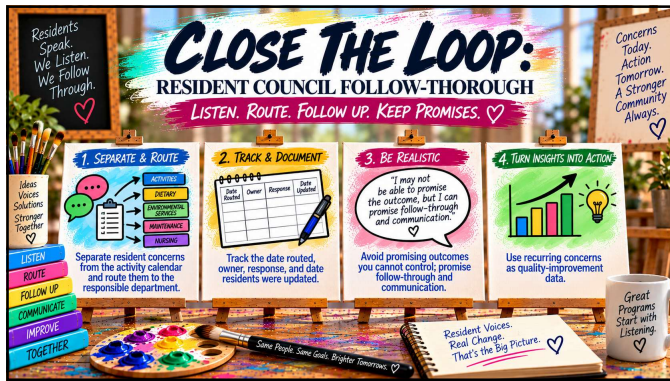


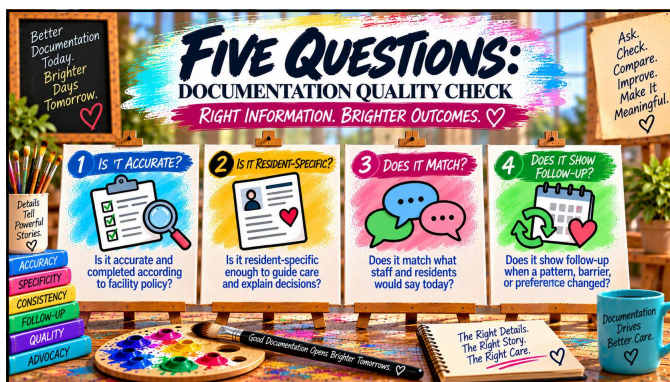














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TABLE EXERCISE

Case Study: “But It’s on the Calendar”

SCENARIO

A surveyor selects Mr. Thomas. His care plan says he enjoys woodworking and small groups. The calendar shows a craft group at 10:00. He is found alone in his room. The participation log shows “refused” three times this week. Staff say, “He never wants to do anything.”

FIND THE GAPS

- What would you ask next?
- What evidence would you review?
- What barriers might exist?
- What alternative would fit him?

BUILD THE RESPONSE

Identify one immediate action, one documentation improvement, and one care-plan/programming change.

5 minutes in small groups • 3 minutes debrief

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Curiosity Leads to Better Care. Better Care Builds Brighter Days.

CASE DEBRIEF:

WHAT A STRONG RESPONSE LOOKS LIKE

INVESTIGATE. VERIFY. OFFER. SHARE. IMPROVE.

Different Approaches. More Possibilities. Brighter Tomorrows.

People. Patterns. Progress.

1 INVESTIGATE
? ?
Investigate why the current offer is not working before assuming lack of interest.

2 VERIFY
CARE PLAN
Verify the care plan still reflects current preferences, function, and routines.

3 OFFER
Offer a person-appropriate alternative and document the resident's choice and response.

4 SHARE & IMPROVE
Share new patterns with the interdisciplinary team and revise approaches as needed.

Observe
Understand
Respond
Collaborate
Adapt
Empower

See the Person. Find the Why. Make it Meaningful.

Better Questions. Stronger Solutions. Brighter Lives.

Progress Looks Like People.

Preparation Creates Calm. Calm Creates Consistency. Consistency Protects People.

EXECUTION:

SURVEY-DAY COMMAND CENTER

ORGANIZED TODAY. CONFIDENT TOMORROW.

Same Mission. Same People. Same Purpose. Brighter Outcomes.

People. Programs. Purpose.

1 KEEP IT ACCESSIBLE
CONTACTS
RETRIEVAL GUIDES
PROGRAM MATERIALS
FORMS & REPORTS
Keep essential contact information, retrieval guides, and current program materials accessible.

2 ASSIGN A POINT PERSON
POINT PERSON
Assign one point person for document requests so the team avoids duplicate or conflicting responses.

3 LOG & TRACK
SURVEY REQUEST LOG
Log requests and what was provided when your facility process calls for it.

4 PROTECT PROGRAMMING
Protect resident programming while leadership manages survey communication.

Organize
Communicate
Document
Protect
Support
Succeed

Preparation Keeps the Spotlight on What Matters — Our Residents.

Strong Programs Build Brighter Tomorrows.

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