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**Strengthening Resident and Family Councils**

Resident Rights
November 2017

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**Introduction**

Goals

* Engage residents and families
* Partner with nursing homes on improvement
* Improve quality of life for residents

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**Resident Rights**

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Executive Director,
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**Residents’ Rights**

Residents of nursing homes have rights that are guaranteed by federal and state law.

Nursing homes are required to promote and protect the rights of each resident.

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**Dignity and Respect**

Freedom from abuse, neglect, exploitation, misappropriation of property

Freedom from physical or chemical restraints

Quality of life

* Make choices about things that are meaningful to them
* Use of personal belongings
* Security of possessions

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**Self-Determination**

Accommodation of needs, preferences

Choice – activities, daily schedule, health care providers

Participation in decisions about care, including development of care plan

* Person-centered care

Request or refuse treatment

Participate in resident and family groups

Manage finances and personal affairs

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**Privacy**

Personal, financial, medical affairs

Communication with others

During treatment and provision of care

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**Be Fully Informed**

In a language and manner s/he understands

Type of care being provided, risks and benefits

Changes to health status, plan of care

Contact information for the LTC Ombudsman and State Survey Agency

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**Around Transfer/Discharge**

30-day written notice – reason, effective date, location, appeal rights

Preparation and orientation for discharge

Right to return after hospitalization

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**Exercising Your Rights**

Resident assessment and care planning

Expressing needs and preferences

Identifying when changes are necessary

Participating in the Resident or Family Council

Be informed

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**Raise Grievances**

Raise grievances without retaliation

Efforts by the facility to resolve

Long-Term Care Ombudsman as a resource

See the webinar program “Problem Solving in Long-Term Care” that is part of this series.