Slide 1  
**Strengthening Resident and Family Councils**  
  
Problem Solving in Long-Term Care: Tips for effective complaint and grievance resolution  
  
November 2017

Slide 2  
**Introduction**

Goals

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

Slide 3

**Problem Solving in Long-Term Care: Tips for effective complaint and grievance resolution**

Marci Cooley, LSW

Former Local Ombudsman Program Director

Slide 4

**Problem Solving in Long-Term Care:**

Tips for effective complaint and grievance resolution

Slide 5

**Watch the related webinar**

Slide 6

**Choosing how to address a concern**

Slide 7

**Start with facility staff**

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Ombudsman image

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**Resident & Family Council**

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**Care Plan Meetings**

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**Department of Public Health**

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**Recap**

1. Staff
2. Ombudsman
3. Resident and/or Family Council
4. Care Plan Meetings
5. The Department of Public Health

Slide 13

**Contact and Resources**

Staff can be found at the long-term care facility.

Massachusetts Ombudsman Program 1-800-243-4636

The Department of Public Health call: 1-800-462-5540 or fax: (617) 753-8165

Resources