

## **Leading Age NY Staff and Keith Servis Discuss Member Survey Issues**

Leading Age New York recently met with Keith Servis, director of surveillance programs, on a number of topics related to survey issues in nursing homes, home care and adult home/assisted living programs. This meeting was arranged at the request of Leading Age New York in an effort to address a growing number of member concerns related to the survey process, and in particular, the interaction between surveyors and our members.

Members have experienced situations that they described as extremely negative and at times unprofessional. Issues of surveyor interpretations that lacked regulatory foundation, delays in receiving statements of deficiencies, the process for contesting citations, the difficulty in promoting resident-centered care in the current regulatory environment and the implementation of the QIS were among the topics discussed during this meeting.

Servis has indicated a willingness to continue an ongoing dialogue on these issues and in particular the problems related to surveyor interactions. In order to effectively address these issues, **LeadingAge New York is asking for members to provide examples of when they felt the surveyor was unprofessional/inappropriate, or when interpretation of regulation seems inconsistent with members understanding of requirements.**

LeadingAge New York understands the concerns that some members have related to retaliation, but unless the particular surveyors and issues are addressed we cannot expect any change in behavior. Therefore, please inform the association of any such examples, or when attempts to provide greater resident-centered interventions have been undermined by DOH staff.

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(From 10/2/2012 *LeadingAge NY Intelligence*)