

Long-Term Care Survey Alert

MANAGEMENT TIP: You Aren't Stuck With Surveyor Bad Behavior

This facility 'turned' a difficult surveyor.

When nursing home exec **Dale Lind** heard about a surveyor upsetting the staff, he took action that resulted in a novel "win-win" solution to the conflict.

The surveyor in question had nurses in tears. So Lind asked to meet with the survey team leader to discuss the problem. And "not only did the team leader deal with the situation, we and the survey agency figured out that the surveyor in question liked to teach," relays Lind, chairman of the board for a Florida long-term care facility. "Once we realized that and let her teach, everything improved," he adds.

"Later the surveyor became a state quality nurse who visits our facility quarterly -- and is very helpful."