

## Long-Term Care Survey Alert

### Risk Management: What Do You Think?

Question: Should a nursing facility contact its insurer if it receives a complaint survey?

Answer: That depends on whether the insurance provider wants to be notified, says **Joy Cornelius**, a risk management consultant for a nursing home liability insurer in Birmingham, Ala. "Do they want to be notified only if there is a non-compliance issue or maybe they only want to be notified if there is actual resident harm? The facility should discuss this with their carrier and find out from them what they want to be notified of," she says.