

Title: **SURVEYOR CULTURE CHANGE EXERCISE**

Goal: The point of this exercise is that it is not culture change itself that is of concern to surveyors, but other issues that go along with it—including infection control, nutrition, cleanliness, and safety.

Description: Instructions: Form survey teams—each table is a team. Each team gets one of the following scenarios to discuss for five minutes and present the results. For each scenario, the question is the same: “As a survey team seeing this for the first time, what are you worried about?”

1. Survey team enters and sees staff and residents eating lunch together, family style, passing bowls around.
2. A surveyor enters a neighborhood and sees a resident setting the table(s) for lunch.
3. The survey team observes a cat sitting at the nurses’ station, a dog walking by in the hallway, and a cockatiel on the shoulder of the nurse who is passing meds.
4. A surveyor observes a resident getting a bath in bed according to the Bathing Without a Battle method (but is not familiar with this).
5. Staff and residents in a neighborhood for residents with dementia are having a shootout on Western Day. Everyone has a loud cap gun and bandanas are covering their faces.

After the five minutes are up, table teams are asked to report their regulatory concerns while someone writes them down on an easel sheet or overhead transparency as the speaker directs the discussion.

Teams in this exercise come up with a lot of issues they would want to check, as would real surveyors. Successful nursing homes that have adopted these practices have considered these questions, and handled all the issues to the satisfaction of the surveyors.

Time: 15 to 20 minutes