

MSU Site Visit Staff Interview Discussion Guide

Staff Name:

Title:

Setting Name:

Introductory Comments

Good morning/afternoon, introduce self and describe why you are visiting today.

I am here to talk with people who work here at <<setting name>> to see how they interact with residents and talk about the training that you received. I'm also interested to know what kind of policies and procedures (P&P) are in place to help guide you in your work.

Suggested Questions and Probes

Residential Setting/Rights

1. How would you describe the residence?
 - a. *Single family home*
 - b. *Multi-unit residence (apartment)*
 - c. *Nursing home*
 - d. *Other?*
2. What is the capacity of the residence?
 - a. How many residents are you licensed to have?
 - b. How many residents are currently here
3. Are there different types of residents here with varying needs?
 - a. Different types of disabilities
 - b. People without disabilities
4. Is residence accessible?
 - a. Are there grab bars or seat-lifts in bathroom
 - b. Are there ramps into building
 - c. Are appliances in reach
5. Are residents able to select housing?
 - a. Are residents able to choose roommates if multiple occupancy rooms exist?
 - b. If the individual's choice of roommate is not initially available, do you allow residents to switch roommates later on?
6. Do residents have a lease or agreements?
 - a. Are they provided information on eviction?
 - b. Are they provided information on how to request new housing?
 - c. Are they provided information on resident rights?
7. Is there a complaint process for residents?
 - a. Does the process require written notification or is verbal accepted?
 - b. Does the process allow for anonymous complaints?
 - c. Contact information for ombudsman or state licensure posted and available?
8. Are resident rights posted in public space, easily visible by all?
9. Are resident-defined "house rules" established?
 - a. If so, need copy to review – cannot be restrictive even if residents agree
10. Are there P&P regarding staff report
 - a. Is staff report conducted in private area away from residents or visitors?
 - b. Are there rooms available if residents want to discuss something in private with staff?
11. Do residents have access to secure storage for personal belongings?

12. Are individual rooms and bathrooms able to be locked?
13. What is P&P for entering resident space?
14. Are residents permitted to access common areas at all times?
 - a. Are residents able to access food in accordance with person centered plan?
 - b. Are residents able to make use of kitchen facilities at all times?
 - c. Are residents able to eat alone or with others as they choose?
 - d. Are residents able to make use of dining room facilities at all times?
 - e. Are residents able to make use of laundry facilities at all times?
15. Are individual rooms wired for phone or internet?
 - a. Are individuals permitted to use personal communication devices at all times?
 - b. If the phone and internet capabilities aren't already available in the home, may the resident have these installed at the resident's expense?
16. Are cameras/monitors used in any area of the residence?
17. Do residents have access to area to meet privately with friends or family?
 - a. Are visitors allowed in at any time?
 - b. Are residents allowed to leave at any time?
18. Are any areas designated as off limits to residents?
 - a. How are these areas secured?
 - b. What is being secured?
19. Are residents permitted to engage in legal activities?
 - a. Are residents allowed to vote?
 - b. Are residents allowed to drink/smoke if of a legal age?
20. Are residents supported in using their own discretionary funding in the manner of their choosing?
21. Are residents supported in using their own money to purchase food or snacks which they can consume outside of scheduled mealtimes?

Community Integration

1. Are residents encouraged and helped to select their own activities and providers?
 - a. Are residents encouraged and helped to manage their own aides?
 - b. Are residents encouraged and helped to schedule supports and services according to their desired timeframes and timelines?
2. Do you publicize community offerings or events to residents?
3. What transportation options are available to residents?
 - a. How may they make use of this?
4. Are residents encouraged to use supports and services in-house?
 - a. Are residents permitted to seek services outside residence?
5. Are community members invited to events held at residence?
 - a. How is this advertised?
6. What documentation is required to track resident coming and going?

Staff Training

1. Do staff and volunteers receive training and continuing education related to member rights?
 - a. How is training delivered and documented?
 - b. What is frequency of continuing education requirements?
2. How are resident rights communicated to residents and family/friends?
 - a. Methods of delivery?
 - b. Language issues – reading capacity,

- c. Confirmation of receipt by resident or family/friends?
 - d. House rules available?
 - e. How are house rules enforced?
3. Are staff aware of grievance P&P for residents/family?
 - a. Able to provide instruction, direction?
 - b. Able to direct to state ombudsman or state licensure staff?
4. How are secure areas maintained?
 - a. Who is authorized to unlock?
 - b. Is there either a health, safety, or privacy justification for each area that is restricted to ~~beneficiaries~~ residents?
 - i. Is the justification based on an individualized assessed need or is it based on the setting requirement as a whole?
5. Staff and volunteers are trained in person-centered care planning
 - a. How is training delivered and documented?
 - b. What is frequency of continuing education requirements?
 - c. How do ~~patients~~ residents request a meeting to have input on person-centered care plan?
6. Staff and volunteers are trained in culturally competent care
 - a. How is training delivered and documented?
 - b. What is frequency of continuing education requirements?
 - c. Are physical and chemical restraint use included in reoccurring staff training?
 - d. What are the employer's policies regarding restraint and seclusion use?