

National Citizens' Coalition for
**NURSING HOME
REFORM**

Diane Menio, *President*
Elma Holder, *Founder*
Sarah Greene Burger, *Interim Executive Director*

1424 16th Street, NW, Suite 202
Washington, DC 20036-2211

Phone: 202-332-2275
Fax: 202-332-2949

Maryland Family Council Project

Why *Family-led* Family Councils Benefit Families, Residents, and Facility Personnel

Open Communication

- Family members feel free to voice concerns without reservation in meetings where staff are not present
- Gives facilities honest feedback to use for continuous quality improvement efforts

Purpose

- Gives family members a place to constructively channel their anger and concern within the nursing home as an alternative to filing complaints with outside agencies such as the ombudsman program or survey agency
- The opportunity to meet privately with other families enables family members to discuss and consolidate common concerns, come up with ideas for how to address issues, and then focus on purposeful goals
- Keeps facility staff from being overwhelmed by a barrage of individual complaints all at once
- Allows families and the facility to focus on common facility-wide concerns and make improvements for all residents

Empowerment

- Families can come up with creative ideas about how concerns can be addressed
- Builds a trusting relationship between families and the facility
- Federal regulations allow families to meet privately with facility staff attending by invitation only