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|  RESIDENT INPUT OPPORTUNITIES  | NO. 241 |
| Winning Wheels, Inc. (including its affiliates) utilizes numerous mechanisms by which to solicit input from residents on an on-going basis. The following are examples of how input is received, the type of information obtained, when it is obtained, and how the information is used:1. Resident Council – residents meet monthly. Staff are invited to speak at this meeting. Residents voice concerns which may be addressed on the spot or a concern form is completed, and forwarded to appropriate personnel. Concerns may be related to maintenance, nursing, social services, administration or other departments. The concerns must be responded to and such responses are documented.
2. Resident Rap - Winning Wheels residents meet monthly with Administration to identify problem trends and to give feedback as to the general operation of the facility. Residents also identify positive comments as well. This information is then forwarded to appropriate personnel who take action. S.T.R.I.V.E. / Developmental Training participants participate in Resident Rap 3x/week.
3. Annual Resident Rap – Comprised of 3-4 resident groups with staff facilitators. The group identifies positive aspects about facility life and areas of concern regarding the facility. Groups present their top 5 issues in each category to the Board of Directors and facility management and administration. The Board further addresses issues at their annual board meeting, which follows.
4. Resident Satisfaction/Quality of Life Interviews – Routinely, (at least quarterly) staff meet 1 on 1 with those residents who are interviewable to identify problem areas and to solicit any concerns that residents may have. These concerns are then referred to appropriate personnel. The concerns require a written response within 1 week. Concerns are forwarded to the Administrator for review and follow up. Questions on this interview pertain to facets of Winning Wheels and S.T.R.I.V.E. including, but not limited to: residents’ rights, recreational therapy, nutrition, building aesthetics, Day Treatment and overall satisfaction with care and services.
5. Resident Council Subcommittees (Winning Wheels only) – include Food Advisory, which focuses on culinary preferences; Safety Committee, which looks at potentially unsafe elements for residents and addresses them. Each committee meets 1 x month with personnel in charge of areas. Referrals are made to resolve areas of concern. Minutes of meetings are kept in the business office with Resident Council minutes.
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| 6. Leisure Interest Group – meets 1 time each month to generate ideas from residents for Recreational Therapy programming. In-house programming, guest presentations and outings are planned based on suggestions made by residents during this group. Minutes of these meetings are maintained and located in the Business Office with the Resident Council minutes, as well as being posted on wings/units.7. Vehicle Safety Questionnaires – are administered periodically at random to ensure appropriate safety measures are utilized routinely when transporting residents.8. Care Plan Input Sheets – are completed by the residents and that resident’s Program Manager prior to their care plan meeting to facilitate conversation about goals the residents would like to work on and problems they may be having.9. Family Input Sheets – The facility will provide family input sheets for the family representative, power of attorney or guardian. These sheets will be distributed prior to the care plan meeting. They will provide the opportunity for conversation and input into the resident care plan.10. Care Plan Meetings – Residents are invited to their care plan meeting to offer input on the plan of care. The resident has an opportunity to meet with the Interdisciplinary Treatment Team to express questions or concerns at this time.  |
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