Training Plan-

Grievance Policy and Procedure

**Training Plan: Grievance Policy and Procedure – All Staff**

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All Staff

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| **Training Name: Grievance Policy and Procedure - All Staff**  |
|  | ❑ **Training** ❑ **Simulation** ❑ **Workshop** 🗹 **Presentation** |
| ***Training Objectives*** | 1. Obtain a basic understanding of the new changes to the facility Grievance Policy.
2. Understand the role and responsibilities of the facility Grievance Official.
 |
| ***Connection to Overall Project Goals*** | * This training is part of the overall project to educate and support nursing, facility operators and staff regarding the revised requirements of participation for nursing homes as it relates to the Grievance Policy and the role of the Grievance Official
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| ***Participants:******Who should attend?*** | For the purposes of this education, we will refer to the regulations for the new grievance P&P as well as the role of the Grievance Official.Education is offered in slide presentation form with speaker’s notes for use by each facility. |
| **What training should they attend before this one?** | * No pre-requisite
 |
| **What training should they attend after this?** | * Annually or as needed
 |
| ***Facilitators:******(How many trainers should participate and whom?)*** | ***One presenter will be needed to facilitate the presentation, discussion and post-test*** |
| ***Logistics Requirements*** | ***What is needed?*** |  |
| * Room for training
* Projector
* Screen or other blank light colored surface
 |  |

**TRAINING REFERENCES**

Federal Register/Vol. 81, No. 192/Tuesday, October 4, 2016/Rules and Regulations

Department if Health and Human Services, Centers for Medicare & Medicaid Services

Medicare and Medicaid Programs: Reform of Requirements for Long-Term Care Facilities

<https://www.federalregister.gov/documents/2016/10/04/2016-23503/medicare-and-medicaid-programs-reform-of-requirements-for-long-term-care-facilities>

"SOM - Appendix PP." SOM - Appendix PP. CMS, n.d. Web. <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/Survey-and-Cert-Letter-17-07.pdf>