Residential Care Services (RCS)
Operational Principles and Procedures for
Assisted Living Facilities (ALFs)
FULL INSPECTION

INTERVIEW

I. Purpose
To collect information about resident life in the assisted living facility (ALF) by speaking with residents, licensee/administrator or designee, facility staff and other contacts.

II. Authority
RCW 18.20.110
RCW 18.20.125
RCW 18.20.280

III. Operational Principles
A. Interviews will include residents, ALF staff and other contacts if necessary to validate failed practice.
B. The focus of the interview is on resident quality or life, safety, and provision of care and services.

IV. Procedures
The Licensor will:
A. Conduct formal interviews with:
   1. All sample residents identified for a more in-depth review:
      a. Review the negotiated service agreement briefly (5 minutes) prior to conducting the sample resident interview.
      b. Address the areas in Attachment G using sample questions as a guide, but let the resident lead the interview. If applicable, use Attachment N for additional requirements according to state contract, including personal care items.
D. Identify any staff or other contacts to follow up with to conduct a more formal interview related to an issue/concern, if needed.
E. Interview a family member or resident representative when a sample resident is non-interviewable or cannot give reliable or sufficient information, or the interviewing capability is limited due to issues such as speech impairment, confusion or dementia.
F. Obtain the services of an interpreter if the resident sample includes a non-English speaking resident who is alert. This may require a scheduled return visit. Notify the Field Manager early in the process if an interpreter is required for a sample resident.
G. Interview contacts other than family members only to obtain information that is necessary to support a citation.
H. Document the information from the interviews using attachments as a guide:
1. Sample resident interview: Attachment G (for formal and informal interviews)
2. Licensee/administrator interview: Attachment L
3. Facility staff interview: Attachment L or Attachment G for specific resident
4. Other contact/interview: Attachment H
5. Contract Requirements: Attachment N (refer to this form when observing and interviewing sample residents identified as contracted for Enhanced Adult Residential Care Service – Specialized Dementia Care (EARC – SDC) regarding specific requirements of the contract.

I. Conduct informal interviews with:
   1. Residents, licensee/administrator or designee and staff throughout the inspection.
   2. Residents during the resident group meeting, and
   3. Sample residents identified for focused review. If a specific issue is identified, conduct an in-depth interview about the issue using Attachment G as appropriate.
   4. Supplemental residents, when an area of concern(s) is identified and additional interviews are necessary to make an informed decision.

V. Information and Assistance
   A. Throughout the inspection, the licensing team should be available for contact by any resident requesting to talk to them.
   B. The focus of the licensing inspection is on the resident; therefore, the resident interview is an important source of data collection.
   C. A resident has the right to refuse to be interviewed. Contact a family member or resident representative to replace the interview or substitute with another resident as addressed in the Resident Sample Selection Process.
   D. Interviews will include the following individuals:
      1. Residents: sample residents identified for reviews and supplemental residents
      2. Facility staff: Administrator, caregivers, other staff working at the ALF and volunteers.
      3. Other contacts: family members or resident representative, outside resources/agencies including case managers, health care practitioners, home health/hospice, law enforcement, and other contacts not associated with the ALF. Interview contacts other than family only if necessary to support failed practice.
   E. Both formal and informal interviews will be done during the inspection:
      1. Formal interviews are structured interviews with the sample residents selected for a more in-depth review and may also include interviews with the licensee/administrator or designee, ALF staff, family members and other contacts.
      2. Informal interviews are general conversations with residents, licensee/administrator or designee, staff and other contacts during any portion of the Inspection to introduce yourself, explain the reason you are there and gather further data.
F. All formal resident interviews:

1. Introduce yourself to the resident and briefly explain the reason for the interview and the Inspection if they did not attend the resident meeting.

2. Prior to conducting an interview, inform the resident of the interview process, their right to refuse to be interviewed, the surveyors need to take notes during the interview to be accurate, and how their comments could be used in the future that do not provide confidentiality for each sample resident to be interviewed.

3. Obtain permission from each sample resident before sharing information with the licensee/administrator or designee. Explain there may be circumstances when the department must share information, such as an abuse situation.

G. During the Interview:

1. Use pre-visit preparation information, observations and informal interviews conducted during the tour, resident group meeting and a brief review of the negotiated service agreement to supply information and points of discussion for the interview with the sample resident, ALF staff and/or other contacts.

2. Let the resident, licensee/administrator, facility staff and/or other contact lead the interview.

3. Use open-ended questions and active listening skills for all interviews. Speak slowly and clearly.

4. Clarify any statements that appear unclear or need further explanation.

5. Observe the resident and their environment during the interview.

6. Conduct formal interviews in a setting that promotes confidentiality.

7. If the resident gets tired before the end of the interview, complete the interview at a later time.

H. At the conclusion of the interview:

1. Allow the resident, licensee/administrator or designee, staff or other contact to ask questions or provide any additional information.

2. Leave a contact number and an explanation of the process.

3. If a follow up interview is anticipated, inform the interviewee that you may need to contact them again and inquire as to their availability.

4. Complete documentation of interview. Notes taken must support if there is a compliance decision.

5. If quoting a resident, make sure it is verbatim what the resident has said.

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Date