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# Provider/Consumer Engagement Expectations

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# Provider and Consumer Engagement Expectations (PaCEE) Project

Goal: To list provider and consumer (public) expectations of CDPH L&C during surveys, complaint investigations, informal conferences, and appeal processes and to meet these expectations in the performance of L&C activities.

- Provider and surveyor workgroup meetings – Initiated July 2016
- Consumer workgroup meetings - initiated December 2016

# Examples of Expectations

For providers: CDPH team/surveyor will conduct investigation and survey process in an unbiased and neutral manner with an open mind and non-judgmental approach.

For customers: CDPH surveyors are trained, qualified and knowledgeable in survey and investigative processes.

Surveyor Code of Conduct will also be refined and included in the New Surveyor Academy.

# Project Steps

- ✓ Members of two workgroups collaborating on an initial document to meet the goals and objectives
- ✓ Documents will be shared with Branch Chiefs and senior management by January 30, 2017, and at the District Managers meeting February 22, 2017, for feedback and comments
- ✓ Documents will be shared concurrently with stakeholder groups
- ✓ Final implementation will be shared with District Offices through webinar training and added to the New Surveyor Academy
- ✓ DO implementation: April 2017