

**Residential Care Services (RCS)**  
**Operational Principles and Procedures for**  
Adult Family Homes (AFHs)  
**FULL INSPECTION**

**RESIDENT AND FAMILY INTERVIEW**

**I. Purpose**

To determine if the resident (or family member/resident representative) is satisfied with the services, that care needs are being met, and resident rights are protected.

**II. Authority**

RCW 70.128.005  
RCW 70.128.040

RCW 70.128.090  
RCW 70.128.070

**III. Operational Principles**

- A. The interview process serves to clarify issues or concerns identified in the pre-visit preparation, the entrance, the tour and/or the cursory review of the sample resident negotiated care plan.
- B. The focus of the interview is on resident quality of life, safety, and provision of care and services.
- C. The licensor will use pre-visit preparation information, observations and informal interviews conducted during the tour to serve as a guide to further discussion with the resident, staff and/or collateral contacts.
- D. The licensor will use open-ended questions, avoid using leading questions, and follow the interviewee's lead if he or she is focused on a particular issue during interviews.
- E. All residents who are able to participate in an interview will have an opportunity to either have a general conversation or comprehensive interview with the licensor regarding care and services provided by the home and the home's respect for residents' rights.
- F. Two residents, or family members/representatives for residents who are unable to participate in an interview, will participate in a comprehensive interview.
- G. At least one family member/representative will participate in an interview.
  - 1. The family member/representative interviewed could include those interviewed in lieu of a resident's comprehensive interview.

**IV. Procedures**

COMPREHENSIVE RESIDENT INTERVIEW

**A. The Licensor will:**

- 1. Select a resident from the sample for comprehensive interview.
  - a. If the resident is unable to participate in an interview, identify at least one family member or representative to be interviewed instead.
  - b. If the family member/representative is not at the home:

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### LICENSING INSPECTIONS – RESIDENT AND FAMILY INTERVIEW

- i. Attempt to contact the family member/representative.
  - ii. Document contact attempts on **FORM K** (RCS Notes).
  - iii. If the family member/representative does not respond after three attempts, cancel the interview, and document the reason on **FORM K**.
2. If the resident or family member/representative selected to interview does not speak a language in which the licensor is proficient, obtain an interpreter through interpreter services or language line if necessary. This may require a return visit.
3. Relocate to an area in which the interview can be performed with a reasonable amount of privacy if necessary and begin the interview.
4. Inform the resident or family member/representative that information given may be included in the final written report.
5. Request permission to conduct the interview.
  - a. Restate the purpose of the interview process if the resident or family member/representative refuses to be interviewed; and
  - b. If the resident or family member/representative still refuses, respect the right to refuse and document on **FORM K**.
6. If the interviewee expresses a specific concern, ask increasingly detailed questions and record on **FORM K** as needed to satisfactorily document the issue.
7. Conduct and document the interview on **FORM E** (Comprehensive Resident Interview).
8. Repeat steps 1 through 5 until two comprehensive interviews are completed.
9. Conduct focused interviews if a resident expresses a specific concern.

#### RESIDENT GENERAL CONVERSATION

##### A. **The Licensor will:**

1. Attempt to individually engage each resident who was not selected for a comprehensive interview in a general conversation regarding the care, services, and respect for resident rights at the home.
2. Inform the resident that information given may be included in the final written report.
3. Interview the resident, generally following the format on **FORM E**
4. Ask questions about care and service delivery as well as resident rights.
  - a. If the resident is concerned about a particular issue, focus questions until the licensor and the resident are satisfied that she or he has given enough information.
  - b. Record notes on **FORM K**.

#### FAMILY MEMBER/REPRESENTATIVE INTERVIEW

- A. *If a family member or resident representative was not interviewed in lieu of a resident's comprehensive interview, the Licensor will:*

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**LICENSING INSPECTIONS – RESIDENT AND FAMILY INTERVIEW**

1. Contact a family member or resident representative to arrange and conduct an interview.
  - a. If the family member or resident representative is not at the home:
    - i. Make and document on **FORM K** at least three contact attempts on different days and at variable times.
    - ii. If family member or resident representative does not respond after three attempts, cancel the interview, and document the reason on **FORM K**.
2. Inform the family member or resident representative that information given may be included in the final written report.
3. Conduct and document the interview on **FORM K**.



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Date