

Why *Family Led* Family Councils Benefit Families, Residents, and Facility Personnel

Open Communication

- Family members feel free to voice concerns without reservation in meetings where staff are not present.
- Gives facilities honest feedback to use for continuous quality improvement efforts.

Purpose

- Gives family members a place to constructively channel their anger and concerns within the nursing home as an alternative to filing complaints with outside agencies such as the ombudsman program or survey agency.
- The opportunity to meet privately with other families enables family members to discuss and consolidate common concerns, come up with ideas for how to address issues, and focus on collective goals.
- Keeps facility staff from being overwhelmed by a barrage of individual complaints all at once.
- Allows families and the facility to identify and focus on common facility-wide concerns and make improvements for all residents.

Empowerment

- Families can come up with creative ideas about how concerns can be addressed.
- Builds a trusting relationship between families and the facility.
- Federal regulations allow families to meet privately with facility staff attending *by invitation only*.

NCCNHR (formerly the National Citizens' Coalition for Nursing Home Reform) is a nonprofit membership organization founded in 1975 by Elma L. Holder to protect the rights, safety, and dignity of America's long-term care residents.