

QULTSS #9 Frequently Asked Questions (FAQ)

See the original memo for QULTSS #9 at: [QULTSS #9 Memo](#)

Q: Does the list of survey activities which will not be awarded points (pg. 3) apply only to resident surveys?

A: No, these activities will not award points in the categories of resident, family, or staff surveys.

Q: Standard of care activities are listed as activities which will not award points based on resident council input. Does this restriction also apply to resident, family, and staff surveys?

A: Yes. Standards of care activities (regular grooming/oral care, making referrals to specialists, etc) will not be eligible for points in QULTSS #9 related to resident, family, or staff surveys.

Q: Do the training requirements for *Bathing without a Battle* and *Mouth care without a Battle* apply to non-clinical staff that does not participate in bathing or mouth care?

A: No. Under this section **either** *Bathing without a Battle* **or** *Mouth care without a Battle* must be completed by **clinical staff**. Staff in other roles (business office staff, dietary staff, housekeeping, etc) do not have to complete these trainings.

Q: The section titled *Consistent Staff Assignment* (pg.6, paragraph 3) states that consistent staff assignment will be measured for a “five (5) month period”. What five months will be evaluated?

A: This is a typographical error. Consistent staff assignments will be measured over the entire six (6) month activity period.