

SEMCME Program Director Workshop

Compose a draft response for the Major Changes Section based on the most recent Residency Survey Item below:

	% Program Compliant / % Yes*	Program Mean	% National Compliant / % Yes*	National Mean
Satisfied with process to deal with problems and concerns	33%	2.5	81%	4.2

➤ SMART Citation Responses Checklist:

- Specific: Acknowledge the citation
 - Avoiding ownership is a red flag to the RRC
- Measurable: Include data to show change
 - Oversee how this information is tracked
- Action-oriented: Summarize the steps taken clearly and concisely
- Relevant: Show how progress connects with other parts of the program or data

- Time-oriented: Communicate monitoring frequency and update response regularly

➤ Response aligns with APE Action Plan item

The program acknowledges low compliance regarding resident satisfaction with the process to deal with problems and concerns.