Tips to Prepare for an Informal Dispute Resolution Meeting

Washington Health Care Association

Preparation	Meeting	After the Meeting
Do your homework.	Make sure you are organized.	Ask questions of the IDR Program Manager if you do not understand the process.
Organize your data.	Be on time.	Focus on compliance with the regulation in question. Be sure to follow through with your Plan of Correction.
Prepare with enough time to review and understand your materials.	Be prepared.	Be prepared in the event the Department opts to conduct a follow-up inspection.
Consider who is the most appropriate person to present the IDR information—if it is clinical in nature, for example, does it make sense for the executive director to present the information?	Follow your plan, outline, etc.	Make sure to submit an attestation of correction if notified by the Department the citation(s) remain, generally within five days of notice.
Make notes to yourself of points you want to make in order not to forget.	Conduct yourself in a professional manner.	
If you have concerns about the way the process/inspection was conducted, that needs to be addressed with the Field Manager and/or Regional Administrator – this is not an issue for IDR.	Focus on the resident and/or issue, not yourself or how the citation affects you.	
Provide the necessary information to the Department in a timely manner.	Make your rationale clear to the IDR Program Manager.	
Remember, you can always change your mind and withdraw the request for an IDR.	Don't assume they can read between the lines or automatically understand your facility and/or its processes.	
	Remember, the IDR Program Managers conduct IDRs for multiple program types. They are not nurses, nor have they necessarily been licensors or surveyors.	
	Do not attack the Department or make the IDR a personal attack on the Department staff.	
	The IDR is a time to discuss and dispute the nature of the citation and the facts/findings.	
	Thank the IDR Program Manager for his/her time.	

If you have questions or would like additional information about IDR, please contact:
Vicki McNealley, Director of Assisted Living
Email vickimcnealley@whca.org | Phone 360-352-3304, extension 107