

**SB 6809 - DIGEST**

Provides that, whenever the department conducts an informal dispute resolution process with the nursing home provider, following a licensing or certification survey or a complaint investigation, the department shall provide an opportunity for input from interested residents and resident representatives. This input must be provided in a meeting, conducted either by telephone or in person, that is separate from the department's meeting with the nursing home provider. The term "resident representatives" means those individuals with authority to act on behalf of residents with diminished capacity, including guardians, trustees, agents holding durable power of attorney, and family members with authority under RCW 7.70.065. Representatives of the long-term care ombudsman program may also provide input at the request of residents, their representatives, or the department.