

# informal dispute resolution: myths vs facts

## **myth**

It takes too many resources (both time and money).

## **fact**

There is no fee charged by Primaris or DHSS. The facility would only pay legal fees if they chose to have legal representation. The majority of IDR reviews do not involve legal counsel. Telephonic reviews and desk reviews are available which reduce the time away from the office. You can spend as much or as little time as you feel is appropriate in preparing your exhibits.

## **myth**

My facility will be penalized or retaliated against for requesting IDR.

## **fact**

Not true. DHSS is extremely sensitive to concerns regarding survey objectivity and/ or retaliation. Regulation provides this one opportunity to have disputed citations reviewed by a third party (Primaris).

## **myth**

The conference will be biased and an uncomfortable process.

## **fact**

Reviewers are trained and experienced in keeping the conference objective and professional to avoid any adversity in the process. In fact, one of the most common statements we receive from our post-review surveys is regarding how professional and non-confrontational the conferences are.

## **myth**

The chances of getting a citation reduced or deleted are very slim.

## **fact**

Not true. In fact, Primaris recommends revisions to 1 in 3 citations. This includes removing a deficiency entirely or reducing the scope and severity.

## **myth**

The process is too complicated.

## **fact**

It's as simple as completing our one-page Intake form. The form and instructions are available at [www.primaris.org](http://www.primaris.org) or you can call Lisa Steward at 573-817-8300 ext. 186.

## **myth**

It won't make a difference.

## **fact**

There are many potential positive outcomes. A good outcome can positively influence Five Star Ratings, the representation of your facility in the SOD – which is a public record document, and you may incur much less exposure to liability for certain claims when tags are reduced/ removed.