

**Track Changes  
from Chapter 3 Section C V1.03  
to Chapter 3 Section C V1.04**

Chapter	Section	Page	Change
3	C0100	C-1	<p><b>Steps for Assessment</b></p> <p><del>7</del><sup>1</sup>. Determine if the resident is rarely/never understood verbally or in writing. If rarely/never understood, skip to C0700 – C1000, Staff Assessment of Mental Status.</p> <p><del>8</del><sup>2</sup>. Review <b>Language</b> item (A1100), to determine if the resident needs or wants an interpreter.</p> <ul style="list-style-type: none"> <li>• If the resident needs or wants an interpreter, complete the interview with an interpreter.</li> </ul>
3	C0200- C0500	C-3 & C-4	<p><b>Steps for Assessment</b></p> <p><del>9</del><sup>1</sup>. Refer to Appendix D for a review of basic approaches to effective interviewing techniques.</p> <p><del>10</del><sup>2</sup>. Interview any resident not screened out by <b>Should Brief Interview for Mental Status Be Conducted?</b> item (C0100).</p> <p><del>11</del><sup>3</sup>. Conduct the interview in a private setting.</p> <p><del>12</del><sup>4</sup>. Be sure the resident can hear you.</p> <ul style="list-style-type: none"> <li>• Residents with hearing impairment should be tested using their usual communication devices/techniques, as applicable.</li> <li>• Try an external assistive device (headphones or hearing amplifier) if you have any doubt about hearing ability.</li> <li>• Minimize background noise.</li> </ul> <p><del>13</del><sup>5</sup>. Sit so that the resident can see your face. Minimize glare by directing light sources away from the resident's face.</p> <p><del>14</del><sup>6</sup>. Give an introduction before starting the interview.</p> <p>Suggested language: "I would like to ask you some questions. We ask everyone these same questions. This will help us provide you with better care. Some of the questions may seem very easy, while others may be more difficult."</p> <p><del>15</del><sup>7</sup>. If the resident expresses concern that you are testing his or her memory, he or she may be more comfortable if you reply: "We ask these questions of everyone so we can make sure that our care will meet your needs."</p> <p><del>16</del><sup>8</sup>. Directly ask the resident each item in C0200 through C0400 at one sitting and in the order provided.</p> <p><del>17</del><sup>9</sup>. If the resident chooses not to answer a particular item, accept his or her refusal and move on to the next questions. For C0200 through C0400, code refusals as</p>

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			incorrect.
3	C0200- C0500	C-4	<b>Coding Tips</b> <ul style="list-style-type: none"><li>On occasion, the interviewer may not be able to state the items clearly because of an accent or slurred speech.</li></ul>