



Strengthening Facility Reported Incidents, Grievance Management, and Complaint Response in Virginia

August 11, 2026 | 9:00 am – 12:15 pm

Overview

Complaint trends in Virginia continue to remain at an all-time high, creating an important opportunity for facilities to return to the foundations of effective reporting, grievance management, and proactive resolution. This three-hour webinar training will provide participants with a practical overview of the Facility Reported of Incident (FRI) process, key CMS Chapter 5 and Chapter 7 reporting expectations, and the role of a strong facility grievance process in reducing preventable complaints.

The session will be interactive in nature and will begin with Virginia-specific context and complaint trend data, then move into practical strategies for identifying, triaging, escalating, documenting, and resolving grievances before they become formal complaints. Participants will also review the state of Virginia complaint triage process and explore how timely communication, complete documentation, and appropriate escalation can support compliance, resident rights, and improved outcomes.

In addition, the training will include leadership tools and practical resources to assist facility teams with investigations, complaint response, grievance management, and reporting processes. These resources are designed to help leaders strengthen internal systems, support consistent follow-through, and promote proactive risk reduction.

What you'll learn:

- Understand the foundational elements of the FRI process relative to Virginia's complaint triage process.
- Describe key CMS Chapter 5 and Chapter 7 requirements related to reporting, complaints, grievances, facility investigations, and timely resolution.
- Apply practical leadership tools and strategies to strengthen investigation, complaint response, grievance management, and reporting processes.
- Identify best practices for timely communication, documentation, and escalation to support compliance and improve resident outcomes.

Presenter

Lisa Thomson | Chief Operating Officer | Pathway Health, Inc.

Continuing Education

This webinar series has been approved for Continuing Education for 3 total participant hours by NAB/NCERS—Approval #20270810-3-A123332-DL-CO. Attendance will be monitored throughout the webinar. Partial credit will not be awarded for the webinar. The webinar will be recorded, but NAB credit is only provided to registered participating attendees of the live session.

Register online at www.vhca.org/calendar.