

UPDATE ON PACEE

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What is PACEE

- ▶ **P** Provider
- ▶ **A** And
- ▶ **C** Consumer
- ▶ **E** Engagement
- ▶ **E** Expectation

How It Was Developed?

- ▶ The department has received complaints regarding the surveyors behavior and conduct while doing survey or complaint investigation
- ▶ CAHNR has also voiced their concern regarding Residents' Rights
- ▶ An internal workgroup was developed composed of staff from HQ and DO management staff.

Status of PACEE

- ▶ PACEE has not been shared outside the department.
- ▶ It is now being reviewed by the Assistant Deputy Director

