

# Tool- Room Change Policy and Procedure Checklist

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## **Tool: Room Change Policy and Procedure Checklist**

### **Multiple areas in the Final Rule reflect the room change criteria**

#### **§ 483.10 Resident Rights**

The facility must also promptly notify the resident and the resident representative, if any, when there is a change in room or roommate assignment as specified in § 483.10(e)(6); The right to receive written notice, including the reason for the change, before the resident's room or roommate in the facility is changed. The right to refuse to transfer to another room in the facility, if the purpose of the transfer is: To relocate a resident of a SNF from the distinct part of the institution that is a SNF to a part of the institution that is not a SNF, or to relocate a resident of a NF from the distinct part of the institution that is a NF to a distinct part of the institution that is a SNF, Solely for the convenience of staff. A resident's exercise of the right to refuse transfer does not affect the resident's eligibility or entitlement to Medicare or Medicaid benefits.

#### **§ 483.15 Admission, transfer, and discharge rights.**

A facility that is a composite distinct part must disclose in its admission agreement its physical configuration, including the various locations that comprise the composite distinct part, and must specify the policies that apply to room changes between its different locations under § 483.15(c)(9). *Room changes in a composite distinct part.* Room changes in a facility that is a composite distinct part (as defined in § 483.5) are subject to the requirements of § 483.10(e)(7) and must be limited to moves within the particular building in which the resident resides, unless the resident voluntarily agrees to move to another of the composite distinct part's locations.

#### **Purpose and Intent of § 483.10 Resident rights and § 483.15 Admission, transfer, and discharge rights.**

The facility policy guides the practices that promote the residents' rights related to room change and change of roommate and educates and informs staff practices for appropriate room changes and roommate changes. The policy defines facility actions to protect the rights of residents to refuse room changes to or from singularly certified SNF or NF parts of the facility solely for the convenience of the staff. Residents residing in a composite distinct part of the facility will be moved only in the particular building in which the resident resides, unless the resident voluntarily agrees to move to another of the composite distinct part's locations.

To assure that the individual facility has followed all the required steps for the development and implementation of a comprehensive room change policy in accordance to the new Requirements of Participation (RoP), the following checklist captures specific action items for successful completion. The far left column represents the actual Requirements of Participation

(RoP) language and the right column indicates specific leadership strategies for successful completion and implementation of the revised RoP. When preparing updated policies and procedures, it is recommended to include actual RoP language as applicable. Please note that CMS has not issued its interpretative guidance for the new Requirements of Participation (RoP), therefore additional updates may be necessary once the guidance is released.

### Suggested Checklist: Room Change Policy and Procedure

Regulation	Recommended Actions
<p>§ 483.10 Resident rights.</p> <p>(iii) The facility must also promptly notify the resident and the resident representative, if any, when there is—</p> <p>(A) A change in room or roommate assignment as specified in § 483.10(e)(6);</p> <p>(6) The right to receive written notice, including the reason for the change, before the resident’s room or roommate in the facility is changed.</p> <p>§ 483.10 (e)(8) A resident’s exercise of the right to refuse transfer does not affect the resident’s eligibility or entitlement to Medicare or Medicaid benefits.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review, revise and implement the Room Change Policy and Procedures in accordance with the new RoP.</li> <li><input type="checkbox"/> Ensure that the policy contains provisions to inform the resident and representative promptly of a room change or change in roommate assignment.</li> <li><input type="checkbox"/> Review and revise resident rights information provided to residents and representatives to ensure that the resident’s rights related to room change and roommate assignment are reflected there.</li> <li><input type="checkbox"/> Ensure that the information clearly explains that the resident’s right to refuse room change does not affect the resident’s eligibility or entitlement to Medicare or Medicaid benefits.</li> <li><input type="checkbox"/> Review and revise the Room Change notice document to ensure that required information about the resident’s right to refuse a room change to or from specific parts of the facility is honored. See additional information below.</li> <li><input type="checkbox"/> Review and revise staff education for orientation and annual training to reflect</li> </ul>



Regulation	Recommended Actions
	<p>the resident rights information and policies and procedures for room changes.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Add room change P&amp;P to the Admission process, Readmission process, Resident Handbook and Resident Representative education</li> </ul>
<p>483.10(e)(7) The right to refuse to transfer to another room in the facility, if the purpose of the transfer is: (i) To relocate a resident of a SNF from the distinct part of the institution that is a SNF to a part of the institution that is not a SNF, or (ii) to relocate a resident of a NF from the distinct part of the institution that is a NF to a distinct part of the institution that is a SNF. (iii) solely for the convenience of staff.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review, revise and implement the Room Change Policy and Procedures in accordance with the new RoP.</li> <li><input type="checkbox"/> Ensure that the policy contains provisions to permit the resident to refuse a room change or transfer from a distinct part of the facility that is a SNF to another part of the facility that is not a SNF or to refuse a room change or transfer from a distinct part of the facility that is a NF to another part of the facility that is a SNF if the move is solely for staff convenience.</li> <li><input type="checkbox"/> Review and revise resident rights information provided to residents and representatives to ensure that the resident’s rights related to refusal of a room change to and from SNF and NF certified units for staff convenience are reflected there.</li> <li><input type="checkbox"/> Review and revise staff education for orientation and annual training to reflect the resident rights information and policies and procedures for the residents’ right to refuse room changes to and from SNF and NF certified beds or units.</li> </ul>
<p>§ 483.15 Admission, transfer, and discharge rights.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review, revise and implement a policy and procedure for disclosing information about composite distinct parts of the facility in the facility admission agreement including</li> </ul>

This document is for general informational purposes only.



Regulation	Recommended Actions
<p>A facility that is a composite distinct part (as defined in § 483.5) must disclose in its admission agreement its physical configuration, including the various locations that comprise the composite distinct part, and must specify the policies that apply to room changes between its different locations under § 483.15(c)(9).</p>	<p>resident room changes to and from different locations of the facility.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review and revise staff education for orientation and annual training to reflect the resident rights information and policies and procedures for residents’ rights and room changes between different locations of the facility, including composite distinct parts.</li> <li><input type="checkbox"/> Add room change P&amp;P to the Admission process, Readmission process, Resident Handbook and Resident Representative education</li> </ul>
<p>§ 483.15(c)(9) Room changes in a composite distinct part. Room changes in a facility that is a composite distinct part (as defined in § 483.5) are subject to the requirements of § 483.10(e)(7) and must be limited to moves within the particular building in which the resident resides, unless the resident voluntarily agrees to move to another of the composite distinct part’s locations.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review, revise and implement the Room Change Policy and Procedures in accordance with the new RoP.</li> <li><input type="checkbox"/> Ensure that the policy contains a provision to move a resident only within the building in which they reside in a composite distinct part unless the resident volunteers to move to another of the composite distinct part’s locations.</li> <li><input type="checkbox"/> Review and revise resident rights information provided to residents and representatives to ensure that the resident’s rights related to room change in a composite distinct part is reflected there.</li> <li><input type="checkbox"/> Identify areas of the facility that area a composite distinct part and assure that staff is aware of the designation of those locations.</li> <li><input type="checkbox"/> Educate nurses, social workers, admissions staff, unit clerks and medical</li> </ul>

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Regulation	Recommended Actions
	<p>records staff about the composite distinct part of the facility.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review and revise staff education for orientation and annual training to reflect the resident rights information and policies and procedures for room changes in a composite distinct part.</li> <li><input type="checkbox"/> Implement a monitoring system to ensure that residents are not moved from the composite distinct part building in which they reside to another of the composite distinct part's locations unless the resident volunteers to move.</li> <li><input type="checkbox"/> Add room change P&amp;P to the Admission process, Readmission process, Resident Handbook and Resident Representative education</li> </ul>

The below areas serves as a cross reference for facility leaders to conduct addition policy and procedure review across departments to incorporate the changes set forth in **§483.10 Residents rights and §483.15 Admissions, discharges and transfers**. This listing is not all encompassing however should serve as a resource for leaders as they update their internal policies, procedures and operational processes.

- Resident Bill of Rights
- Resident Handbook
- Room change policy
- Transfer Discharge
- Roommate assignment policy
- New Employee Orientation for social worker, nurse leaders, staff nurses, admissions staff, unit clerk and medical records staff
- Quality Assurance and Performance Improvement