

Room Change Process



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Objectives

Participants will:

- Understand the regulations that guide our practices regarding resident room changes
- Understand room and roommate change notice responsibilities of the facility.
- Understand facility requirements for promoting resident's rights and assisting with a safe and comfortable room or roommate change.



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Introduction / Purpose of Education

- The nursing home Requirements of Participation (RoP) are the regulations that set minimum standards for nursing homes.
- The Requirements of Participation (RoP) were rewritten in October 2016.
- The changes in regulations go into effect over the next three years, in three phases.
- There were changes made to the regulations for Resident Room Change.

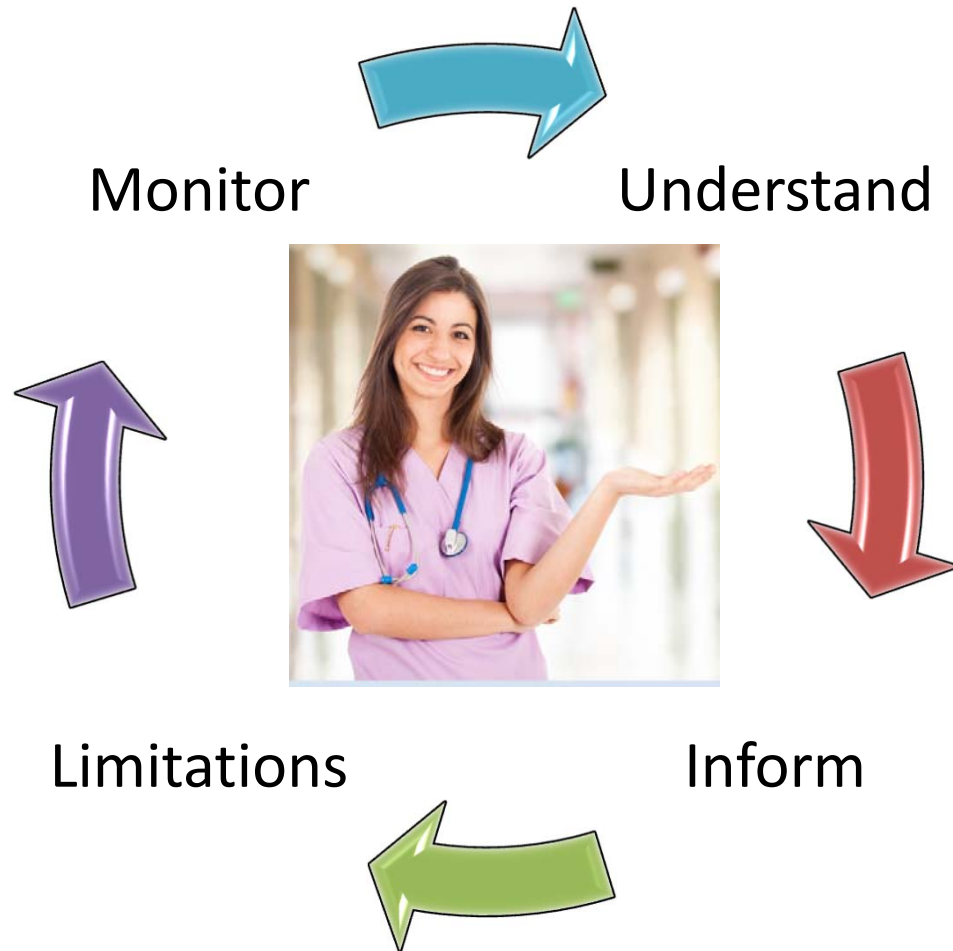


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Facility Response

- Understand
- Inform
- Limitations
- Monitor



Understand - Definitions

Transfer and discharge includes movement of a resident to a bed outside of the certified facility whether that bed is in the same physical plant or not. Transfer and discharge does not refer to movement of a resident to a bed within the same certified facility.

Composite distinct part means noncontiguous rooms or components of the facility that are not located within the same campus.



Understand - Overview

- Resident's right to make choices
- Prompt written notice of a room change or change in an assigned roommate.
- Resident's right to refuse
- Composite distinct part



Understand - Overview

- Moving rooms or changing roommates may be stressful for the resident
- Monitor the resident's health and well-being following a room or roommate
 - Identify and minimize or resolve potential negative impact for the resident and/or the new roommate.



Overview of the Regulations

§ 483.10 Resident rights.

(iii) The facility must also promptly notify the resident and the resident representative, if any, when there is— (A) A change in room or roommate assignment as specified in § 483.10(e)(6);

(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.



Overview of the Regulations

(7) 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.



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Overview of the Regulations

(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



Considerations for Room and Roommate Changes



- Assess need
- Observe the placement of residents in rooms in the facility.
- Patterns of Placing residents in one location
- Surveyor observations
- Discuss our process

Considerations for Room and Roommate Changes

- Necessary to promote the resident's well-being
- Roommate incompatibility
- Temporary need due to repairs or renovations
- Clinically assessed need
- Potential admission to permit the admission of a resident of the opposite sex



Considerations for Room and Roommate Changes

- The resident no longer requires the specialized services or programming in the focus area of the facility in which the resident is located and the transfer would improve the resident's well-being
- Temporary transfer is necessary because of an emergency
- Resident or resident representative request a transfer



Inform – Relocation Stress

- Assess need for change
- Assess potential outcomes
 - Clinical
 - Psycho social
- Interventions
- Meet
- Document



Inform - Notice

- Communication
 - Resident
 - Resident Representative
- Room Change approved
- Notice to be given - promptly
 - Discuss facility process
- Document



Other Considerations for Room and Roommate Changes

F 247 Respect and Dignity

- The facility should be sensitive to the trauma a move or change of roommate causes some residents, and should attempt to be as accommodating as possible.
 - This includes learning the resident's preferences and taking them into account when discussing changes of rooms or roommates and the timing of such changes.



Considerations for Room and Roommate Changes

F 247 Respect and Dignity

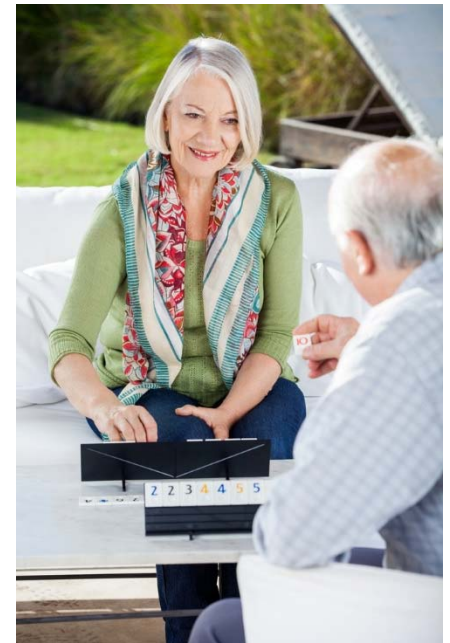
- For a resident who is receiving a new roommate, a staff member should give the resident as much notice and information about the new person as possible, while maintaining confidentiality regarding medical information.



Considerations for Room and Roommate Changes

F 247 Respect and Dignity

- The facility should support a resident whose roommate has passed away by providing a little time to adjust (a couple days if possible) before moving another person into the room, depending on the resident's level of connection to the previous roommate.
 - The facility should provide necessary social services for a resident who is grieving over the death of a roommate.



Considerations for Room and Roommate Changes

F 247 Respect and Dignity

- For a resident who is being moved at the facility's request, a staff member should explain to the resident the reason for the move and support the resident by providing the opportunity to see the new location and meet the new roommate, and to ask questions about the move.



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Potential Areas for Consideration or Limitations

- Room or roommate changes can represent a significant change for some residents.
- Residents with receptive or cognitive impairments may be a higher risk for negative effects of changes in their environment.
- Monitor residents closely who have limited ability to communicate their needs.



Illinois Identified Offender

- *Identified Offenders*

If the identified offender is a convicted (see 730 ILCS 150/2) or registered (see 730 ILCS 150/3) sex offender or if the Identified Offender Report and Recommendation prepared pursuant to Section 2-201.6(a) of the Act reveals that the identified offender poses a significant risk of harm to others within the facility, the offender shall be required to have his or her own room within the facility subject to the rights of married residents under Section 2-108(e) of the Act. (Section 2-201.6(d) of the Act)



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Illinois Alzheimer Special Care

- *A facility that offers to provide care for persons with Alzheimer's disease through an Alzheimer's special care unit or center shall disclose to the Department or to a potential or actual client of the facility the following information in writing on request of the Department or client:*
 - *The facility's pre-admission, admission, and discharge procedures.*



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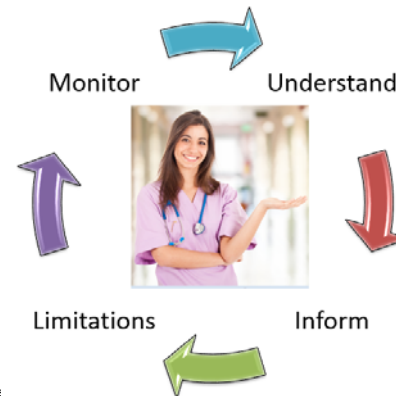
Action Plan

- Review and revise the facility's policy for room and roommate changes.
- Review and revise the Room Change Notice form or documentation template
- Implement a monitoring system to assure that notices are given promptly as soon as the need for the change is known
- Educate relevant staff about the requirements and revisions to the policy
- Integrate a monitoring system for residents who move or get a new roommate to ensure that they are adjusting as well as they can to the change and their care plans are revised to meet their needs.



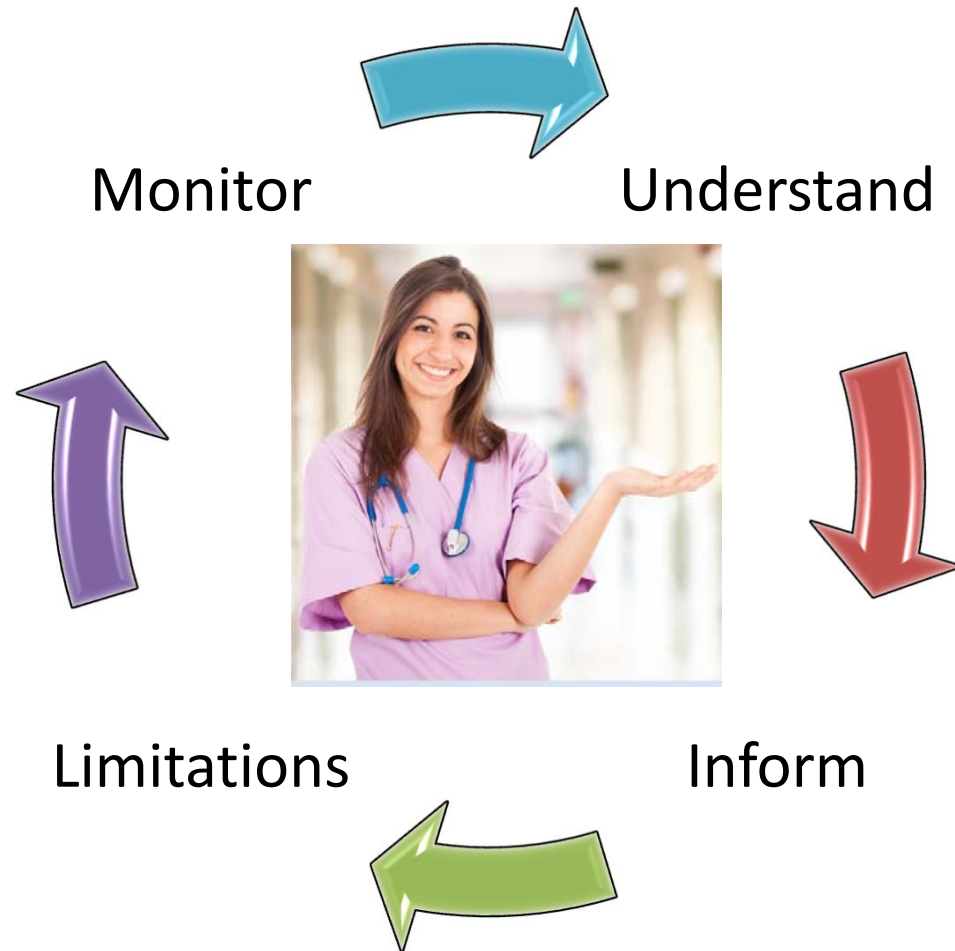
Action Plan

- Communicate the residents' needs and preferences to staff who will now be caring for the resident.
- Assist the resident to get settled in a new room.
- Monitor, Monitor and Monitor!
- Offer support to the residents and their representatives as is practicable – tour the new room, meet their new roommate in advance of the move.



Summary

- Understand
- Inform
- Limitations
- Monitor



Questions?



REFERENCES

References

Medicare and Medicaid Programs; Reform of Requirements for Long-Term Care Facilities 10/04/16:

<https://www.federalregister.gov/documents/2016/10/04/2016-23503/medicare-and-medicaid-programs-reform-of-requirements-for-long-term-care-facilities>

State Operations Manual Appendix PP – Guidance to Surveyors for Long-Term Care Facilities, 06/10/16:

https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf

CMS Memo Ref: S&C 17-07-NH: Advance Copy – Revisions to State Operations Manual (SOM), Appendix PP- Revised Regulations and Tags, 11/09/16:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/Survey-and-Cert-Letter-17-07.pdf>



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(Illinois) Joint Committee on Administrative Rules Administrative Code Title 77: Public Health, Chapter 1: Department of Public Health, Subchapter c: Long-Term Care Facilities

<http://www.ilga.gov/commission/jcar/admincode/077/077003000C06250R.html>

<http://www.ilga.gov/commission/jcar/admincode/077/077003000A01630R.html>



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