

CBC News Hour
April 9, 2014

Notes

Compliance tips re: 270 – Change of Condition and Monitoring

Surveyors Dave Mackowski and Kristina Anderson offered tips related to the most frequently cited deficiency in ALFs/RCFs, 270 – Change of Condition and Monitoring.

This deficiency is frequently cited due to falls, and facility deficiencies in thoroughly evaluating falls.

When a resident falls, this is what surveyors typically see:

The facility will do an immediate evaluation of the resident, including:

- Checking vitals
- Checking for wounds
- Evaluation for pain
- Checking range of motion

In addition, facilities will:

- Determine if the resident should be transported to the hospital
- Initiate “Alert Charting” to more closely monitor the resident
- Notify the family and/or physician
- Identify some immediate factors that may have contributed to the fall, i.e.:
 - The resident didn’t use their walker
 - The resident had a UTI (often identified by the hospital if a resident is transported after a fall)

What facilities often fail to do is do a thorough evaluation of the circumstances surrounding the fall.

An effective evaluation includes gathering information and asking questions:

- What did the resident and staff say about the fall?
- What did the staff observe?
- Have there been any recent changes that may have contributed to the fall?

Once an evaluation has identified factors that contributed to the fall, you must develop and **implement interventions** (i.e., simple interventions may include: remind resident to use his walker, remind resident to ask a caregiver for assistance)

- These interventions must be documented and communicated to staff
- Staff must follow through and implement the interventions consistently

If falls continue or recur, facilities must do a **re-evaluation**:

- Is the resident falling for the same reasons identified in the first evaluation?
- Are there new factors contributing to these falls?
- Were the interventions effective?
- Were staff following the service plan and implementing the interventions?

If the re-evaluation determines that staff were not following the service plan, you must evaluate why that is the case, and how to address it:

- Do you need additional staff training on how to implement the interventions?
- Do you need to improve your communication process when a resident's service plan changes?
- Do you need to more staff?

If the interventions were followed but were not effective, you need to develop additional interventions, such as (these are examples, not an exhaustive list):

- More frequent checks on a resident
- Visual reminders about using a walker or asking for help
- Medication review
- Nurse assessment
- Physical therapy

Facilities should be in a constant loop of:

1. Evaluating/re-evaluating
2. Implementing interventions
3. Monitoring if interventions are effective

Top 10 Citations for ALFs/RCFs:

1. 270 – Change of Condition and Monitoring
2. 303 – Treatment Orders
3. 370 – Staff Training
4. 260 – Service Plan
5. 290 – On/Off Site Services
6. 280 – Resident Health Services
7. 310 – Medication Administration
8. 252 – Resident Move-in and Evaluation
9. 240 – Food Sanitation
10. 160 – Reasonable Precautions

Reminders:

Change of administrators:

Facilities must notify OLRO if there's a change of administrator, even when someone is in temporarily .

Documentation that must be sent to OLRO related to administrator change:

- Background checks
- Update of Uniform Disclosure Statement
- Administrator Reference Summary

30-day Move-out Notices:

- Begin to count 30 days the day AFTER the notice is issued

- Be sure the resident receives a copy of the hearing request

License renewals:

- Please send in license renewal documentation on a timely basis.
- Facilities are notified 90 days before their license expires so there should be plenty of time to complete and send in the application and background checks, and schedule the Fire Marshal inspection.

ALF/RCF Rule Questions and Answers:

- A “Questions and Answers” document was developed by state staff after the last major ALF/RCF rule revision in 2008. CBC Program Manager Cory Oace encouraged facility staff to access the document if they have questions about the rules, as many issues are clarified in those questions and answers. The Q&A document is posted on the [LeadingAge Oregon website](#).