Notification of Changes Policy

**NOTIFICATION OF CHANGES POLICY**

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**POLICY**

It is the policy of this facility that changes in a resident’s condition or treatment are immediately shared with the resident and/or the resident representative, according to their authority, and reported to the attending physician or delegate (hereafter designated as the physician). The resident and/or their representative will be educated about treatment options and supported to make an informed choice about care preferences when there are multiple care options available. All pertinent information will be made available to the provider by the facility staff.

Nurses and other care staff are educated to identify changes in a resident’s status and define changes that require notification of the resident and/or their representative, and the resident’s physician, to ensure best outcomes of care for the resident.

The facility will update physician contact information and resident representative(s) mail, email and phone number periodically for compliance with 483.15 (c) (2).

**CENTERS FOR MEDICAID AND MEDICARE SERVICES (CMS) - DEFINITIONS**

* Non-Physician Practitioner (NPP): include Nurse Practitioner, Physician Assistant and Certified Nurse Specialist
* NP - Nurse Practitioner
* PA - Physician Assistant
* CNS –Certified Nurse Specialist
* Significant Change in status – deterioration in health, mental or psychosocial status in life threatening conditions or clinical complications
* Significant alteration in treatment – A need to alter treatment significantly. A significant treatment alteration includes the need to discontinue an existing form of treatment due to adverse consequences, or to commence a new form of treatment.

**OBJECTIVE OF THE NOTIFICATION OF CHANGE POLICY**

The objective of the notification policy is to ensure that the facility staff makes appropriate notification to the physician and delegated Non-Physician Practitioner and immediate notification to the resident and/or the resident representative when there is a change in the resident’s condition, or an accident that may require physician intervention. The intent of the policy is to provide appropriate and timely information about changes relevant to a resident’s condition or change in room or roommate to the parties who will make decisions about care, treatment and preferences to address the changes.

**OVERVIEW OF COMPONENTS OF THE POLICY**

1.  Requirements for notification of resident, the resident representative and their physician:

1) An accident involving the resident, which results in injury and has the potential for requiring physician intervention.

2) A significant change in the resident’s physical, mental, or psychosocial status.

(i) A significant change includes deterioration in health, mental, or psychosocial status in either life-threatening conditions or clinical complications.

3) A need to alter treatment significantly.

(i) A significant treatment alteration includes the need to discontinue an existing form of treatment due to adverse consequences, or to commence a new form of treatment.

2. Requirements for notification of resident and/or resident representative(s), consistent with their authority.

1) A change in room or roommate assignment (483.10 (e) (6).

2) A change in resident rights under Federal or State law or regulations (483.10 (e) (10).

3) A decision to transfer or discharge the resident from the facility as specified in

483.15 (c) (1) (ii).

Notification is provided to the physician to facilitate continuity of care and obtain input from the physician about changes, additions to or discontinuation of treatments.

Notification is provided to residents and/or the resident representative(s) to promote the resident’s right to make choices about care and treatment and to keep them informed of the resident’s current health status.

**PROCEDURE FOR NOTIFICATION OF CHANGES FOR RESIDENT**

**PURPOSE**

The facility shall promptly notify the resident and/or the resident representative and his or her physician or delegate of changes in the resident's condition or status in order to obtain orders for appropriate treatment and monitoring and promote the resident’s right to make choices about treatment and care preferences.

**PROCEDURE**

1. The nurse will immediately notify the resident, resident’s physician and the resident representative(s) for the following (list is not all inclusive):

* 1. An accident involving the resident, which results in injury and has the potential for requiring physician intervention.
  2. A significant change in the resident’s physical, mental, or psychosocial status that is a deterioration in the health, mental or psychosocial status in either life threatening conditions or clinical complication.
  3. A need to alter treatment significantly (a need to discontinue or change an existing form of treatment due to adverse consequences, or to commence a new form of treatment.
  4. A decision to transfer or discharge the resident from the facility

2. The nurse will notify the resident, resident’s physician and the resident representative(s) for non-immediate changes of condition on the shift the change occurs unless otherwise directed by the physician.

3. Document the notification and record any new orders in the resident’s medical record.

4. Educate the resident and/or representative about the proposed plan to treat, manage or monitor the resident’s change in condition.

5. Educate the resident and/or resident representative about the risks and benefits of the proposed treatment change and provide an opportunity for the resident to make an informed choice of the treatment or alternative that they prefer. Communicate the resident’s preference to the provider if it differs from the provider’s proposed plan.

6. Update the resident’s care plan, transcribe and implement the provider’s orders

7. Communicate the changes to the rest of the care team and inform the supervisor.

8. Communicate the changes to the staff on the oncoming shift.

**ADDITIONAL NOTIFICATION TO THE RESIDENT AND/OR RESIDENT REPRESENTATIVE**

1. In addition to a change in the resident’s condition, the resident and/or representative(s) shall to notified promptly if there is:

1. A decision to transfer or discharge the resident from the facility (only for a discharge prompted by the facility). Notice must be given before the discharge occurs, and follow the requirements in § 483.15 Admission, transfer, and discharge rights.
2. A change the resident’s room or roommate assignment or,
3. A change in resident rights under Federal or State law or regulations.

2. Explain the reason for the change to the residents and/or representative.

3. Document the notification and the resident’s response in the resident’s medical record.

4. Update the resident’s care plan.

5. Communicate the changes to the rest of the care team and inform the supervisor.

6. Communicate the changes to the staff on the oncoming shift.

**(Insert State Specific notification reporting requirements)**

**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>

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>