

Documents Used in Module 6 Lesson 2

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Observation of Ms. M. K., Resident #2

On June 6, 2000 at 4:00 p.m., the surveyor observed Resident #2 at the doorway to her room calling out, "I need help." Two staff persons passing the door told her they would be back in a few minutes to help. They were observed to tell the charge nurse at the nursing station they were going on break and would return later. After knocking at Resident #2's door and introductions, the Resident said to come in. She was flushed, breathing rapidly, wringing her hands and she said, "Was it you who said you would be back to help me? I am so upset, I can't find a thing, you know I can't see and someone stole my sweater. I had it on my chair, and now it is gone. I want to call the police."

The surveyor told Resident #2 that her sweater was at the foot of her bed. The Resident then retrieved the sweater and put it on. The Resident mumbled, "I know someone is coming in here and rummaging through my things, they are never where I put them."

During an interview with the Director of Nursing (DON), the DON stated that Resident #2 was getting more and more agitated and she was constantly telling staff that someone was stealing her personal things, when the staff had replaced them where they belonged.

GUIDANCE TO SURVEYORS - LONG TERM CARE FACILITIES

TAG NUMBER	REGULATION	GUIDANCE TO SURVEYORS
F245 Cont.	not interfere with the rights of other residents in the facility.	Guidelines: §483.15(e)
F246	(e) <u>Accommodation of needs.</u> A resident has the right to-- (1) Reside and receive services in the facility with reasonable accommodations of individual needs and preferences, except when the health or safety of the individual or other residents would be endangered; and	<p>"Reasonable accommodations of individual needs and preferences," is defined as the facility's efforts to individualize the resident's environment. The facility's physical environment and staff behaviors should be directed toward assisting the resident in maintaining and/or achieving independent functioning, dignity, and well-being to the extent possible in accordance with the resident's own preferences, assessment and care plans. The facility should attempt to adapt such things as schedules, call systems, and room arrangements to accommodate residents' preferences, desires, and unique needs.</p> <p>This requirement applies to areas and environment in accordance with needs and preferences NOT addresses at: §§483.10(k), Telephone; 483.10(1), Personal property; 483.10(m), Married couples; 483.15(b), Self-Determination and participation; 483.15(f)(1), Activities; 483.15(g)(1), Social Services; 483-15(h)(1), Homelike environment; 483.25(a)(2) and (3), Treatment and services, Activities of daily living; 483.25(f)(1), Psychosocial functioning; 483.25(h)(2), Accidents, Prevention-assistive devices; 483.35(d)(3), Food prepared in a form designed to meet individual needs.</p>
F247	(2) Receive notice before the resident's room or roommate in the facility is changed.	<p>The facility must demonstrate that it accommodates residents' needs. For example, if the resident refuses a bath because he or she prefers a shower, prefers it at a different time of day or on a different day, does not feel well that day, is uneasy about the aide assigned to help or is worried about falling, the staff should make the necessary adjustments realizing the resident is not refusing to be clean but refusing the bath under the circumstance provided. The facility staff should meet with the resident to make adjustments in the care plan to accommodate his or her needs.</p> <p>This includes learning the residents preferences and taking them into account when discussing changes of rooms or roommates and the timing of such changes. In addition, this also includes making necessary adjustments to ensure that residents are able to reach call cords, buttons or other communication mechanisms, as well as accommodating food activities or room choices.</p> <p>Procedures: §483.15(e)</p> <p>Observe resident-staff interaction and determine to what extent staff attempt to accommodate residents' preferences. For those areas not addressed in other regulations, determine what happens when a resident states a preference in the form of a refusal. How does the staff attempt to learn what the resident is refusing, and why, and make adjustments to an extent practicable to meet the resident's needs?</p>