

Make a difference. Make the call.

LESSONS LEARNED FROM CATASTROPHIC CLOSURES

Northview Village Aftermath

1-800-392-0210

EMPOWER & PROTECT
Safeguarding Older Adults
Il Monastero, SLU
April 17, 2024

voicē[®]

SPEAKING UP FOR QUALITY
LONG TERM CARE

Chien Y. Hung
MSW, MA-G, RYT

Program Director

LTC Ombudsman

VOYCEconnect

Education

314 919 2411

chung@voycestl.org



voice®
SPEAKING UP FOR QUALITY
LONG TERM CARE



[Northview Village, December 2023](#)

[Northview Village, Spring 2024](#)

CITATIONS

Federal Tags

E 020 Policies and Procedures for Emergency Preparedness, and Safe Evacuation

F 622 Transfer and Discharge Requirements

F 689 Free of Accident Hazards

F 835 Administration

State Tags

A4003 Operator/Administrator Responsibilities

A4016 No Adverse Effect-Residents Health/Safety/Property

A4074 Protective Oversight, Voluntary Leave

30-DAY DISCHARGE

FACILITY SHALL PERMIT EACH RESIDENT TO REMAIN IN THE FACILITY UNLESS-

The federal statute, Nursing Home Reform Law, 1987

- (A) The transfer or discharge is appropriate because the resident's welfare and the resident's needs cannot be met by the facility (the facility cannot meet the resident's needs)
- (B) The transfer or discharge is appropriate because the resident's health has improved sufficiently so the resident no longer needs the services provided by the facility (the resident does not need nursing facility services anymore)
- (C) The safety of individuals in the facility is endangered (the resident's presence endangers the safety of self and/or others in the facility)
- (D) The health of individuals in the facility would otherwise be endangered (the resident's presence endangers the health of self and/or others in the facility)
- (E) The resident has failed, after reasonable and appropriate notice, to pay for (or have paid under Medicare or Medicaid) a stay at the facility. For a resident who becomes eligible for Medicaid after admission to a facility, the facility may charge that resident only allowable charges under Medicaid (the resident has failed to pay)

(F) The facility ceases to operate (the facility is closing): 60-day notice

https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf
pg. 696 – pg. 702 (863-page Appendix PP, Rev. 211, 02/03/2023)

F845

(Rev. 173, Issued: 11-22-17, Effective: 11-28-17, Implementation: 11-28-17)

§483.70(l) Facility closure-Administrator.

Any individual who is the administrator of the facility must:

§483.70(l)(1) Submit to the State Survey Agency, the State LTC ombudsman, residents of the facility, and the legal representatives of such residents or other responsible parties, written notification of an impending closure:

- (i) At least 60 days prior to the date of closure; or
- (ii) In the case of a facility where the Secretary or a State terminates the facility's participation in the Medicare and/or Medicaid programs, not later than the date that the Secretary determines appropriate;

§483.70(l)(2) Ensure that the facility does not admit any new residents on or after the date on which such written notification is submitted; and

§483.70(l)(3) Include in the notice the plan, that has been approved by the State, for the transfer and adequate relocation of the residents of the facility by a date that would be specified by the State prior to closure, including assurances that the residents would be transferred to the most appropriate facility or other setting in terms of quality, services, and location, taking into consideration the needs, choice, and best interests of each resident.

EMERGENCY PREPAREDNESS

<https://ltcombudsman.org/uploads/files/issues/cms-ep-rule-resources-at-your-fingertips.pdf>

<https://www.federalregister.gov/documents/2016/09/16/2016-21404/medicare-and-medicaid-programs-emergency-preparedness-requirements-for-medicare-and-medicaid>

<https://www.cms.gov/medicare/health-safety-standards/quality-safety-oversight-emergency-preparedness/emergency-preparedness-rule>

<https://www.cms.gov/medicare/health-safety-standards/quality-safety-oversight-emergency-preparedness>



Missouri Long-Term Care
Ombudsman
ADVOCATE. EDUCATE. EMPOWER

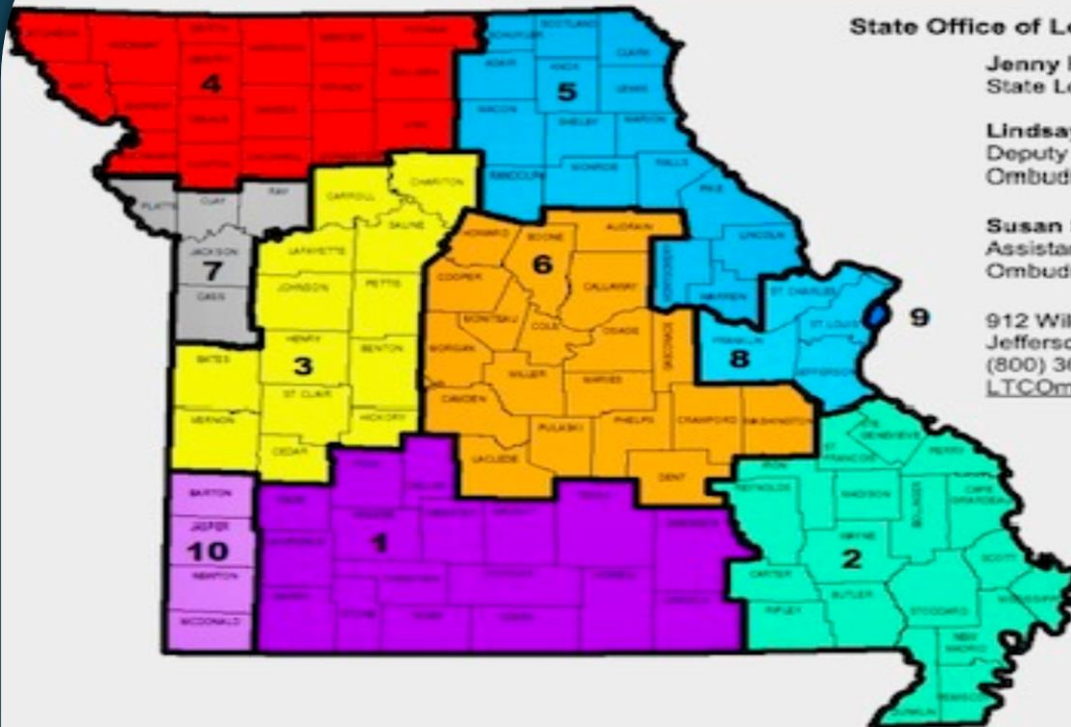
State Office of Long-Term Care Ombudsman

Jenny Hollandsworth,
State Long Term-Care Ombudsman

Lindsay Luebbering,
Deputy State Long-Term Care
Ombudsman

Susan Smith,
Assistant State Long-Term Care
Ombudsman

912 Wildwood Dr., P.O. Box 570
Jefferson City, MO 65102
(800) 309-3282
LTCOmbudsman@health.mo.gov



1/10 Council of Churches of the Ozarks
3055 E. Division St., P.O. Box 3947 G.S.
Springfield, MO 65802
(417) 862-3598 FAX: (417) 862-2129
www.ccozarks.org

2. Aging Matters
1078 Wolverine, Suite J
Cape Girardeau, MO 63701
(573) 335-3331 or (800) 392-8771
FAX: (573) 335-3017
www.agingmatters2u.com

3. Care Connection for Aging Services
106 W. Young St., P.O. Box 1078
Warrensburg, MO 64093
(660) 747-3107 or (800) 748-7826
FAX: (660) 747-3100
www.cpagings.org

4. Young at Heart Resources
1304 N. Walnut, Suite 150, P.O. Box 185
Cameron, MO 64429
(660) 240-9400
FAX: (816) 396-0568
www.yahresources.org

6. Aging Best
201 W. Broadway, Bldg. 1, Suite E
Columbia, MO 65203
(573) 443-5823 or (800) 369-5211
FAX: (573) 875-8907
www.agingbest.org

7. Mid-America Regional Council
600 Broadway, Suite 200
Kansas City, MO 64105-1536
(816) 474-4240 FAX: (816) 421-7758
www.marc.org

5/8/9. VOYCE
8050 Watson Road, Suite 155
St. Louis, MO 63119
(314) 918-8222 or (866) 918-8222
www.voycestl.org
info@voycestl.org (email)

ABUSE, NEGLECT, EXPLOITATION, BULLYING

https://apps4.mo.gov/APS_Portal/

LTC Ombudsman

1 (800) 309-3282

(314) 918-8222

info@voycestl.org



Adult Abuse &
Neglect Hotline

1-800-392-0210

Make a difference. Make the call.

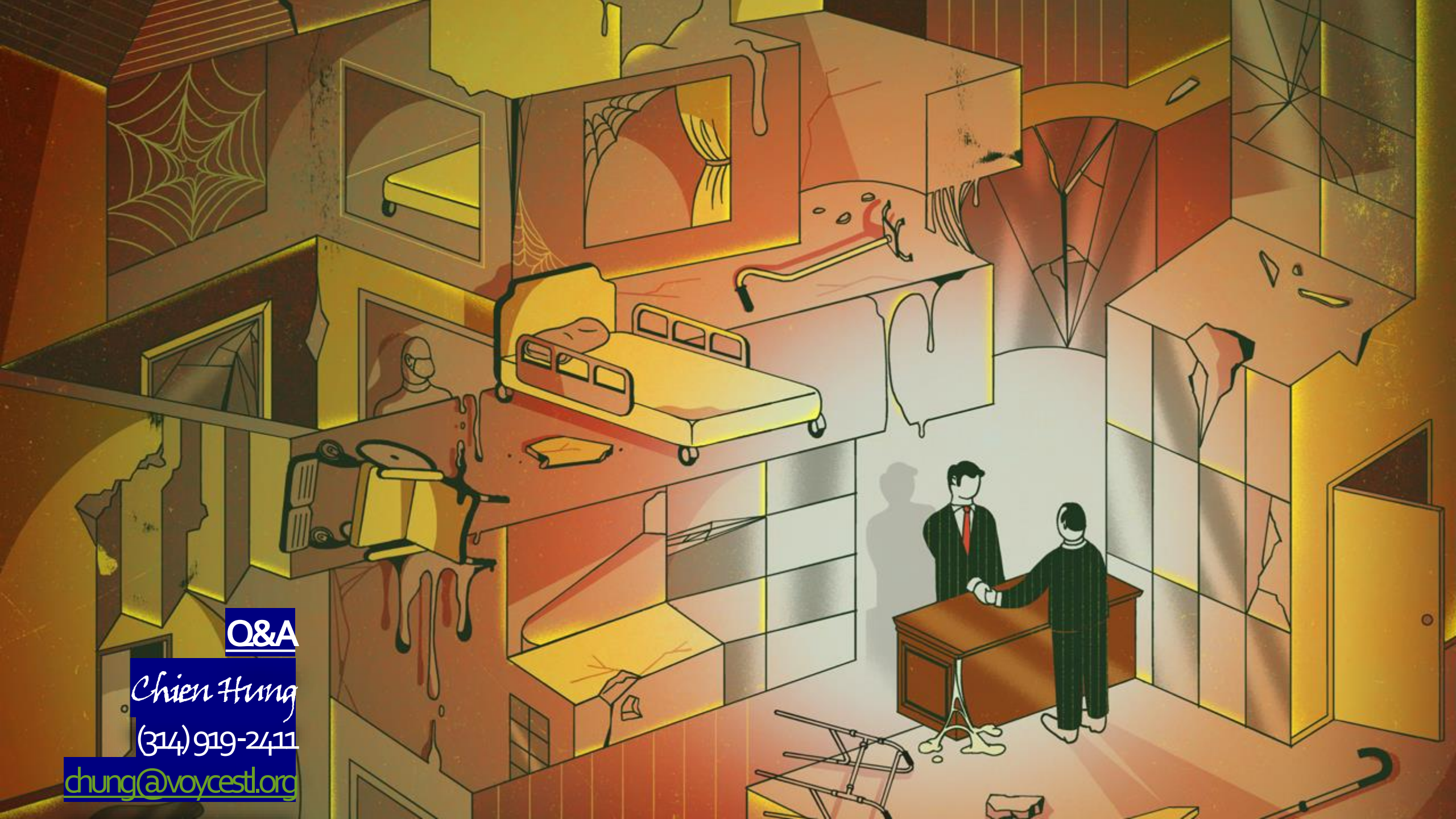
Relay Missouri 1-800-735-2466



Missouri Long-Term Care

Ombudsman

ADVOCATE. EDUCATE. EMPOWER



Q&A

Chien Hung

(314) 919-2411

chung@voycestl.org