

How to Deal With Challenging Discharges?

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Disclosure Statement

Editorial Board, The Merck Manual

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Challenging Discharges

- Increase in complaints about evictions and discharges
- Federal law allows nursing homes to transfer or discharge a patient for "specific reasons"
- Coverage changes may have an impact on discharge plans
- Challenging behaviors may influence discharge
- OIG has become engaged in this issue
- Potential liability

Discharge Reasons

- Cannot provide adequate care for the resident
- Resident's health has improved to the point they no longer need NH care
- Safety of individuals in facility are endangered
- Health of others in facility endangered
- Resident has failed to pay (not medicaid eligible)
- Facility ceases to operate

Discharge Planning

- NH must provide discharge planning and sufficient preparation
- Resident must participate in planning care and treatment
- NH should prepare an orientation to discharge location
- NH should assure that possessions aren't lost

The Godfather

Is the answer to every
question about life



QAPI



Is the answer to every
question about nursing
home care

Five Elements of QAPI



- Design and Scope
- Governance & Leadership
- Feedback, Systems, Data and Monitoring
- Performance Improvement Projects
- Systemic Analysis and Systemic

QAPI and the

Role of the

Medical Director



- Identify needs vs. wants from your Medical Director by revisiting his/her job description
- Rapport of the Administrator and Director of Nurses with the Medical Director
- Are expectations of your Medical Director realistic based on their number of hours and FMV?

The Team is Everything!

Social Services
Ombudsmen
Therapy
Physician
Family



Care Planning

- Each problem **MUST** be care planned
- Goals **MUST** be set
- Specific discharge related goals **MUST** be set

Resident Focused Care Plan

Problem/Need	Goal	Intervention
Short-term memory problem due to recent CVA	Paul will use the activity calendar to select activities of choice daily	Place the monthly activity calendar in Paul's room on the wall near his bed During am care please show him the calendar of events for the day and assist in selecting some that will interest him Throughout the day remind Paul of the activities that he plans to attend for the day and assist with finding event Paul enjoys most activities that offer refreshments but he does not enjoy attending activities that involve music of any kind Religion is very important to Paul - he wants to invite him to the Sunday service

Discharge Planning

- Does resident **NEED** NH level care?
- Do they have a **SAFE** discharge location?
- Documentation of plan



Social Determinants

- Matters, whether we like it or not
- Need to be aware
- Engage social services
- Engage Ombudsman



“Challenging Residents”

- Involve medical director
- Have clear medical documentation and plan
- Safety of other residents and staff
- Maintain objectivity!



“Complex Discharge Plans”

- Engage social services
- Involve ombudsman
- QAPI!



Engage Your Medical Director

- Clinical leader
- Can provide additional documentation and support





Questions???

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