

State Regulations that Support the Volunteer Ombudsman Checklist

- 1. Facility Ground: free of litter;**
- 2. Lawn and Landscaping: neatly trimmed;**
- 3. Sidewalks and Driveway: clear;**
- 4. Facility: clean appearance;**
- 5. Odors: good;**
- 6. Windows: clean;**
- 7. Hallways: clear of obstructions:**
 - All of these are covered under 483.15(h): “A safe, clean, comfortable and homelike environment”
- 8. Floors: clean and not slippery;**
- 9. Caution Signs: in place with wet floor:**
 - Both of these covered under regulation §483.25(h)(1): “Accident hazards”
- 10. Facility License, Resident Rights, Telephone numbers posted, ISHD Survey:**
 - §483.10(b)(7): “(i) A description of the manner of protecting personal funds, under paragraph (c) of this section;
(ii) A description of the requirements and procedures for establishing eligibility for Medicaid, including the right to request an assessment under section 1924(c) which determines the extent of a couple’s non-exempt resources at the time of institutionalization and attributes to the community spouse an equitable share of resources which cannot be considered available for payment toward the cost of the institutionalized spouse’s medical care in his or her process of spending down to Medicaid eligibility levels;
(iii) A posting of names, addresses, and telephone numbers of all pertinent State client advocacy groups such as the State survey and certification agency, the State licensure office, the State ombudsman program, the protection and advocacy network, and the Medicaid fraud control unit; and
(iv) A statement that the resident may file a complaint with the State survey and certification agency concerning resident abuse, neglect, and misappropriation of resident property in the facility, and non-compliance with the advance directives requirements.
 - §483.75(a): Licensure: “A facility must be licensed under applicable State and local law.”
 - §483.10(g): Examination of Survey Results: “resident has the right to...Examine the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results available for examination in a place readily accessible to residents and must post a notice of their availability.”
- 11. Call Lights: within reach;**
- 12. Call Lights: Answered promptly:**
 - §483.13(a): “Furnishing visual and verbal reminders to use the call bell for residents who are able to comprehend this information and are able to use the call bell device.”

- “Observe whether staff make appropriate resident accommodations consistent with the assessment, such as placing the call bell within reach and responding to the call bell, in relation to meeting toileting needs; maintaining a clear pathway and ready access to toilet facilities; providing (where indicated) elevated toilet seats, grab bars, adequate lighting, and assistance needed to use devices such as urinals, bedpans and commodes.”
- Probes: §483.30(a) and (b): “Are staff responsive to residents’ needs for assistance, and call bells answered promptly?”

13. Observed Residents rooms and bedside tables: clean:

- §483.15(h) (2): “The intent of this requirement is to focus on the facility’s responsibility to provide effective housekeeping and maintenance services. “
 - “Sanitary” includes, but is not limited to, preventing the spread of disease-causing organisms by keeping resident care equipment clean and properly stored.
 - “Orderly” is defined as an uncluttered physical environment that is neat and well-kept.

14. Adequate Lighting:

- §483.15(h)(5): “Adequate and comfortable lighting levels in all areas”
 - “Adequate lighting” is defined as levels of illumination suitable to tasks the resident chooses to perform or the facility staff must perform.
 - “Comfortable lighting” is defined as lighting which minimizes glare and provides maximum resident control, where feasible, over the intensity, location, and direction of illumination so that visually impaired residents can maintain or enhance independent functioning.”

15. Seating: Available for Visitors:

- §483.70(d)(2)(iv): “Functional furniture appropriate to the resident’s needs, and individual closet space in the resident’s bedroom with clothes racks and shelves accessible to the resident.”
 - “Functional furniture appropriate to the residents’ needs” means that the furniture in each resident’s room contributes to the resident attaining or maintaining his or her highest practicable level of independence and well-being. In general, furnishings include a place to put clothing away in an organized manner that will let it remain clean, free of wrinkles, and accessible to the resident while protecting it from casual access by others; a place to put personal effects such as pictures and a bedside clock, and furniture suitable for the comfort of the resident and visitors (e.g., a chair).

16. Fresh Water: Available and within reach:

- §483.25(j): Hydration. The facility must provide each resident with sufficient fluid intake to maintain proper hydration and health
 - “Sufficient fluid” means the amount of fluid needed to prevent dehydration (output of fluids far exceeds fluid intake) and maintain health. The amount needed is specific for each resident, and fluctuates as the resident’s condition fluctuates (e.g., increase fluids if resident has fever or diarrhea).

17. Residents are not left sitting unattended for long periods of time;

18. Report being active and involved in the daily life of the facility;

19. Involved in activities:

- §483.15(1):Activities
§483.15(f)(1): “The facility must provide for an ongoing program of activities designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental, and psychosocial well-being of each resident.”

20. Experience Comfortable temperature for most:

- §483.15(h) (6); §483.15(h) (6): Comfortable and safe temperature levels. Facilities initially certified after October 1st, 1990 must maintain a temperature range of 71 – 81 F.
 - “Comfortable and safe temperature levels” means that the ambient temperature should be in a relatively narrow range that minimizes residents’ susceptibility to loss of body heat and risk of hypothermia or susceptibility to respiratory ailments or colds. Although there are no explicit temperatures standards for facilities certified on or before October 1st, 1990, these facilities still must maintain comfortable and safe temperature levels.”

21. Are well groomed, shaved, hair combed, and eye glasses clean;

22. Clothing: clean, dry, and appropriate;

23. Teeth and Dentures: appear clean and comfortable:

- §483.15(a): Dignity: The facility must promote care for residents in a manner and in an environment that maintains or enhances each resident’s dignity and respect in full recognition of his or her individuality.
 - “Dignity” means that in their interactions with residents, staff carries out activities that assist the resident to maintain and enhance his/her self esteem and self worth. For example:
 - Grooming residents as they wish to be groomed.
 - Assisting residents to dress in their own clothes appropriate to the time of day and individual preferences.
- §483.25(a) (1): A resident’s abilities in activities of daily living do not diminish unless circumstances of the individual’s clinical condition demonstrate that diminution was unavoidable.
 - “Grooming” means how resident maintains personal hygiene, including preparatory activities, combing hair, brushing teeth, shaving, applying make-up, washing/drying face, hands and perineum.
- §483.25(a) (3): A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, grooming and personal and oral hygiene.
 - “Oral hygiene” means maintaining the mouth in a clean and intact condition and treating oral pathology such as ulcers of the mucosa. Services to maintain oral hygiene may include brushing teeth, cleaning dentures, cleaning the mouth and tongue either by assisting the resident with a mouth wash of by manual cleaning with a gauze sponge; and application of medication as prescribed.

24. Have access to a telephone:

- §483.10(k): Telephone: The resident has the right to have reasonable access to the use of a telephone where calls can be made without being overheard.

- Telephones in staff offices or at nurses' stations do not meet the provisions of this requirement. Examples of facility accommodations to provide reasonable access to the use of a telephone without being overheard include providing cordless telephones or having telephone jacks in residents' rooms.
 - "Reasonable access" includes placing telephones at a height accessible to residents who use wheelchairs and adapting telephones for use by the residents with impaired hearing.

25. Meals are Palatable:

- §483.35: Dietary Services
 - "The facility must provide each resident with a nourishing, palatable, well-balanced diet that meets the daily nutritional and special dietary needs of each resident."

26. Food is served at appropriate temperatures:

- §483.35(d:) Food
 - (1) Food prepared by methods that conserve nutritive value, flavor, and appearance; (2) Food that is palatable, attractive, and at the proper temperature; Intent: §483.35(d)(1)(2)
 - The intent of this regulation is to assure that the nutritive value of food is not compromised and destroyed because of prolonged food storage, light, and air exposure; prolonged cooking of foods in a large volume of water and prolong holding on steam table, and the addition of baking soda. Food should be palatable, attractive, and at the proper temperature as determined by the type of food to ensure resident's satisfaction. Refer to §483.15(e) and/or §483.15(a).

27. Alternate/Substitute items available:

- §483.35(d)(4): Substitutes offered of similar nutritive value to residents who refuse food served

28. Assistance: Provided as needed:

- §483.35 (b): Standard Sufficient Staff
 - The facility must employ sufficient support personnel competent to carry out the functions of the dietary service
 - "Sufficient support personnel" is defined as enough staff to prepare and serve palatable, attractive, nutritionally adequate meals at proper temperatures and appropriate times and support proper sanitary techniques being utilized.

29. Menus: Clearly posted and up to date:

- §483.35(c): Menus and Nutritional Adequacy
 - Menus must: (1) Meet the nutritional needs of residents in accordance with the recommended dietary allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences;
 - The intent of this regulation is to assure that the meals served meet the nutritional needs of the resident in accordance with the recommended dietary allowances (RDAs) of the Food and Nutrition Board of the National Research Council, of the National Academy of Sciences. This regulation also assures that there is a prepared menu by which

nutritionally adequate meals have been planned for the resident and followed.

30. Snacks: Offered upon request:

- §483.35(f): Frequency of Meals
 - The facility must offer snacks at bedtime daily.
 - “Nourishing snack” is defined as a verbal offering of items, single or in combination, from the basic food groups. Adequacy of the “nourishing snack” will be determined both by resident interviews and by evaluation of the overall nutritional status of residents in the facility, (e.g., is the offered snack usually satisfying?)

31. Dining room and Furniture are Clean:

- §483.70(h): Other Environmental Conditions
 - The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public.

*For additional questions about ISDH Long-Term Care Facility regulations please contact your local Ombudsman at (574) 284-2644 or 1-800-552-7928