

**LLTCO and SLTCO COMMON THEMES:
THE IMPACT OF MDS 3.0/SECTION Q IMPLEMENTATION
NORC QUESTIONNAIRE, JUNE 2011**

- In response to the June and March questionnaires, most of the SLTCO and LLTCO said “most” or “all” of the nursing facilities in their state/region are familiar with MDS 3.0/Section Q.
- Most SLTCO and LLTCO said their state’s LCA was responsive to referrals “most of the time” or “all of the time.”
- The majority of SLTCO and LLTCO did not know if their state survey agency is enforcing the requirement that facilities ask the “Return to the Community Referral Item” and provide follow-up if a resident requests information.
- The majority of SLTCO and LLTCO said their complaints and requests for other ombudsman activities have not increased since the implementation of MDS 3.0/Section Q. However, most SLTCO and LLTCO said they do not track complaints or activities specifically related to MDS 3.0/Section Q.
- Of the SLTCO that said requests for other ombudsman activities have increased, “consultations with facility staff” was the most common activity in response to all three questionnaires.
- Of the LLTCO that said requests for other ombudsman activities have increased, “information and assistance/consultation with individuals” was the most common activity in response to both of the LLTCO questionnaires.
- SLTCO and LLTCO are concerned that nursing facilities are either not asking the “Return to the Community Referral Item” or are asking the question in a way that discourages the resident from saying “yes.” Similarly, multiple LLTCO said nursing facilities need more training regarding when and how to ask the Section Q questions, including more clarification of the skip patterns.
- Both SLTCO and LLTCO want information regarding the number of residents that successfully transitioned from a nursing facility into the community, but had to return to a nursing facility. Additionally, a couple respondents also wanted to know what type of community setting the residents choose and why the individuals had to return to the nursing facility.