Nursing Home Involuntary Discharge Survey and Count

Survey of Long-Term Care Ombudsmen
INDIANA UNIVERSITY
SCHOOL OF MEDICINE

Nursing Home Involuntary Discharge Survey and Count

Survey of Long-Term Care Ombudsmen

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Thank you all for the helpful comments & suggestions shared at 11/13 office hours!

This slideshow presents sign-up survey and involuntary discharge count/survey questions I shared @the office hours. The survey questions are now updated based on your feedback.

The sign-up survey & discharge survey will go live later this month (Dec 2023)

Please email me (Matt) at nesvet@iu.edu to offer further comments and suggestions.
We want to support the work LTC ombudsmen do in nursing homes

- Learn about and **support mediation and advocacy** work in nursing homes
- **Co-design research** with Ombudsmen to support nursing home residents
- Harness the power of medical institutions to support **rights-based approaches in healthcare**
- **Make critical data available to Ombudsmen**
- Longer-term partnership between IU School of Medicine, Regenstrief Institute, and LTC ombudsmen
# Involuntary Discharges Ombudsmen Addressed

## Involuntary Discharge Complaints Increased Pre-Pandemic

<table>
<thead>
<tr>
<th>Year</th>
<th>Involuntary Discharge Complaints</th>
<th>Total Annual Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>10,508</td>
<td>198,502</td>
</tr>
<tr>
<td>2017</td>
<td>10,610</td>
<td>201,460</td>
</tr>
<tr>
<td>2016</td>
<td>9,439</td>
<td>199,493</td>
</tr>
<tr>
<td>2015</td>
<td>9,192</td>
<td>199,238</td>
</tr>
<tr>
<td>2014</td>
<td>8,515</td>
<td>191,553</td>
</tr>
</tbody>
</table>

- **How many residents are involuntary discharged** every year? *Including involuntary discharges ombudsmen do not handle.*
- **Who** is being discharged? What risk/equity factors?
- **How does the discharge process** impact residents?
Sign-up Survey: 13 Questions

- Privacy (IRB, No Client PII). Survey Purpose.
- Ombudsman Name. Email. Phone Number.
- State. No other location information sought.
- Paid or Volunteer?
- Can you accept $25 gift? *For time and effort.*
- Attempted to informally discharge resident?
- Have questions? Or want to discuss survey?
- Population Demographics. *Sex, race, degree.*
Two-Step Survey

- Enrollment Survey

**Sign-up Survey: 13 Questions**

**Summary of the 13 multiple choice questions**

- Privacy (IRB, No Client PII). Survey Purpose.
- Ombudsman Name. Email. Phone Number.
- State. *No other location information sought.*
- Paid or Volunteer?
- Can you accept $25 gift? *For time and effort.*
- Attempted to informally discharge resident?
- Have questions? Or want to discuss survey?
- Population Demographics. *Sex, race, degree.*
Two-Step Survey

• Enrollment Survey

**Sign-up Survey: 13 Questions**

- Privacy (IRB, No Client PII). Survey Purpose.
- Ombudsman Name. Email. Phone Number.
- State. *No other location information sought.*
- Paid or Volunteer?
- Can you accept $25 gift? *For time and effort.*

**Question 8 (of 13).**

After completing one survey for each nursing home resident you received a discharge notice for in the month of September, we would like to thank you for your time and efforts. Can we send you a $25 gift card? Will you be able to accept this gift as a thank you for working on the surveys and your insights?

- Yes.
- No.
- Maybe, I must check with my supervisor or ethics office.
- I can accept the gift card to purchase food for my office.
- I cannot accept a gift card, but you can send my office food as a thank you in lieu of sending the gift card.
Two-Step Survey

- Enrollment Survey

**Sign-up Survey: 13 Questions**

- Privacy (IRB, No Client PII). Survey Purpose.
- Ombudsman Name. Email. Phone Number.
- State. *No other location information sought.*
- Paid or Volunteer?
- Can you accept $25 gift? *For time and effort.*
- **Attempted to informally discharge resident?**
- Have questions? Or want to discuss survey?
- Population Demographics. *Sex, race, degree.*
Two-Step Survey

- Enrollment Survey

Sign-up Survey: 13 Questions

- Privacy (IRB, No Client PII). Survey Purpose.
- Ombudsman Name. Email. Phone Number.
- State. No other location information sought.
- Paid or Volunteer?
- Can you accept $25 gift? For time and effort.
- **Attempted to informally discharge resident?**

Question 9 (of 13).

In the last 12 months, have you spoken to any nursing home resident(s), family members or guardians who told you the staff or management told them the resident should leave, or might have to go? Only answer “yes” if a resident, guardian, or family member told you they were informally warned that the resident may have to go. (Do not count written notices.)

- Yes.
- No.
Two-Step Survey

- **Enrollment Survey**

*Sign-up Survey: 13 Questions*

- Privacy (IRB, No Client PII). Survey Purpose.
- Ombudsman Name. Email. Phone Number.
- State. *No other location information sought.*
- Paid or Volunteer?
- Can you accept $25 gift? *For time and effort.*
- Saw any irregularity/illegality in discharges?
- Have questions? Or want to discuss survey?
- Population Demographics. *Sex, race, degree.*
Two-Step Survey

- Enrollment Survey
- Discharge Survey

**Discharge Survey: 10 Questions**

- How did you receive notice?
- Reason(s) the facility cited?
- Discharge Plan safe, complete?
- Any actions ombudsmen took?
- Describe the discharge process.
- Discharge *appear* compliant?
- After discharged: housing type?
- Client demographics (if known)
  - Sex
  - Race/ethnicity
  - Approximate age
Two-Step Survey

• Enrollment Survey
• Discharge Survey

• Fill out 1 survey for every notice received in Sept 2023 or Jan 2024

Discharge Survey: 10 Questions

- How did you receive notice?
- Reason(s) the facility cited?
- Discharge Plan safe, complete?
- Any actions ombudsmen took?
- Describe the discharge process.
- Discharge *appear* compliant?
- After discharged: housing type?
- Client demographics (if known)
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  - Race/ethnicity
  - Approximate age
Two-Step Survey

- Enrollment Survey
- Discharge Survey

**Discharge Survey: 10 Questions**

- How did you receive notice?
- Reason(s) the facility cited?
- Discharge Plan safe, complete?
- Any actions ombudsmen took?

Please complete one survey for each resident you receive a discharge notice for.

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- Question 1 (of 10)

**How did you receive the notice that a resident would be involuntarily discharged?** (select all that apply)

- Email from the nursing home.
- Letter from the nursing home.
- State ombudsman office informed me they received a notice.
- Another district ombudsman informed me they received written or emailed notice.
- During a physical visit to the nursing facility, learned a resident had received notice.
- The resident’s family member, friend, and/or a guardian notified me (by any means).
- Other (describe how you learned the resident faced being involuntarily discharged):
Two-Step Survey

- Enrollment Survey
- Discharge Survey

Discharge Survey: 10 Questions

- How did you receive notice?
- Reason(s) the facility cited?
- Discharge Plan safe, complete?
- Any actions ombudsmen took?
- Describe the discharge process.
- Discharge *appear* compliant?

Question 2 (of 10)

Why did the nursing facility say the resident would be discharged? (select all that apply)

- The resident’s needs cannot be met in the facility.
- The resident no longer needs the facility’s services.
- The safety of others in the facility is endangered by the resident’s presence.
- The health of others in the facility is endangered by the resident’s presence.
- The resident has failed to pay for nursing facility services, despite notice of nonpayment.
- The nursing facility is closing.
- The facility did not write or check in their notice the reason for the involuntary discharge.
- Other (describe what other reason the facility gave to involuntary discharge the resident.)
Two-Step Survey

• Enrollment Survey
• Discharge Survey

Discharge Survey: 10 Questions

☐ Discharge Plan safe, complete?

3 of 10

Look at the Involuntary Discharge Notice. Does the written Discharge Plan include any of the following elements? (Select all that apply)

☐ The facility left blank (did not articulate) a plan when notifying of the resident's pending discharge.

☐ Plans to transfer resident to another nursing home.

☐ Plans to transfer resident to a mental health facility.

☐ Plans to transfer resident to a known private home.

☐ Plans to transfer resident to an institutional facility lacking nursing services (aka shelter or bridge housing).

☐ Plans to obtain at-home nursing or behavioral health services for the resident after involuntary discharge.

☐ The discharge plan included a feature not listed above (please describe what else was mentioned):  

Two-Step Survey

• Enrollment Survey
• Discharge Survey

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What actions did you or another ombudsman take after receiving the discharge notice? (Select all that apply):

☐ No contact or attempted contact with resident and no other actions to report.
☐ Attempted to contact resident, family/friend, or guardian but could not reach.
☐ Visited and spoke to the resident in person.
☐ Called and spoke to the resident by phone.
☐ Called the resident's family member, friend, or a legal guardian to discuss.
☐ Mediated with facility management and/or staff for the resident to remain.
☐ Helped the resident find another facility to move to, or attempted to do so.
☐ Advised the resident about the right to challenge an involuntary discharge.
☐ Advised the resident on the process to challenge an involuntary discharge.
☐ Helped resident request a hearing to challenge the involuntary discharge.
☐ Helped family member(s), friend(s), or guardian challenge the discharge.
☐ Represented the resident before a hearing officer.
☐ Explained to the resident the result of the hearing.
☐ After a hearing, mediated with the nursing facility.
☐ Gave other assistance to the resident (describe):
Two-Step Survey

• Enrollment Survey
• Discharge Survey

What happened within 60 days following facility giving notice? (Select all that apply)

- Unknown (no information on what followed notification)
- No hearing requested: Resident moved out
- No hearing requested: Resident/family/guardian mediated
- No hearing requested: Ombudsman mediated
- Hearing scheduled: resident moved out before hearing could occur
- Hearing occurred: ombudsman represented and/or assisted resident
- Hearing occurred: resident represented themselves
- Hearing occurred: private attorney attended
- Hearing occurred: legal aid attorney attended
- Hearing occurred: resident ordered to move out
- Hearing occurred: hearing officer allowed resident to remain
- Hearing occurred: hearing officer allowed resident to remain, facility still discharged
- Hearing occurred: hearing officer allowed resident to remain, facility then sent resident to hospital
- Hearing occurred: and something else happened (please describe):
Discharge Survey: 10 Questions

- Discharge *appear* compliant?

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To your knowledge, were all parts of the involuntary discharge process that you observed, even if you just reviewed the notice and no further action was taken, FULLY compliant with all State and Federal laws and/or administrative rules?

- Yes
- No
- I lack enough info to say that I believe a violation 'likely' occurred.
- OPTIONAL: What did not appear compliant with rules and/or law?

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Discharge Survey: 10 Questions

- After discharged: housing type?

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Where did the resident go immediately after discharge? (Select all that apply)

- Unknown
- Resident remained at facility at least 60 days after the notification
- Another nursing facility
- Behavioral health facility
- Shelter or other conjugate housing without 24/7 nursing services
- Private home: family, friend, and/or informal caregivers present
- Private home: live alone and/or no informal caregivers present
- Hospital (or another live-in healthcare facility not listed above)
- Jail, prison, or other facility resident was judicially assigned to
- Other (describe):
Two-Step Survey

• Enrollment Survey
• Discharge Survey

Discharge Survey: 10 Questions

- How did you receive notice?
- Reason(s) the facility cited?
- Discharge Plan safe, complete?
- Any actions ombudsmen took?
- Describe the discharge process.
- Discharge *appear* compliant?
- After discharged: housing type?
- Client demographics (if known)
  - Sex
  - Race/ethnicity
  - Approximate
Two-Step Survey

• Enrollment Survey
• Discharge Survey

• Fill out 1 survey for every notice received in Sept 2023 / Jan 2024

Discharge Survey: 10 Questions

- How did you receive notice?
- Reason(s) the facility cited?
- Discharge Plan safe, complete?
- Any actions ombudsmen took?
- Describe the discharge process.
- Discharge *appear* compliant?
- After discharged: housing type?
- Client demographics (if known)
  - Sex
  - Race/ethnicity
  - Approximate age
**Deliverables**

**Nationwide:**
- Inform you **how many residents** discharged.
  - Factors accompanying discharge
    - What % inv discharges legal?
    - What % inv discharges safe?
    - Equitable? Adverse impact?
  - Data and analysis backed by a peer-review
- Full Report *(idea: Consumer Voice releases?)*
- Roundtable: what to do w/ discharge data?

**Estimate:**

**Health impact of an involuntary discharge**
(Within 30 days post-discharge, risk of hospital E.D. visit?)
We are working for and with you.

Filling out Surveys Takes Time

- Up to 2-5 minutes to complete sign-up survey.
- Up to 5-7 minutes per discharge notice survey.

In addition, must also locate:

- All September 2023 involuntary discharge notices.

  or

- All January 2024 involuntary discharge notices.
We are working for and with you.

Filling out Surveys Takes Time

- 3-5 minutes for the first survey.
- 5-10 minutes for second survey.
- Locating all Sept or Jan notices.

Designed for clients. And for you.
We are working for and with you.

Filling out Surveys Takes Time

- 3-5 minutes for the first survey.
- 5-10 minutes for second survey.
- Locating all September notices.

Designed for clients. And for you.

We are here to talk. And to listen.

- Matt (msg anytime), nesvet@iu.edu
- Kathleen Unroe, kunroe@iu.edu