



INDIANA UNIVERSITY

SCHOOL OF MEDICINE

Nursing Home Involuntary Discharge Survey and Count

Survey of Long-Term Care Ombudsmen



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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

Year	Involuntary Discharge Complaints	Total Annual Complaints
2019	10,508	198,502
2017	10,610	201,460
2016	9,439	199,493
2015	9,192	199,238
2014	8,515	191,553

- **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**?

Two-Step Survey

- Sign-up Survey
- Discharge Surveys

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?
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 - ☐ *Sex*
 - ☐ *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.

☐ 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 involuntary 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

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

4 of 10

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

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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):

Two-Step Survey

- Enrollment Survey
- Discharge Survey

Discharge Survey: 10 Questions

☐ Discharge *appear* compliant?

6 of 10

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?

Two-Step Survey

- Enrollment Survey
- Discharge Survey

Discharge Survey: 10 Questions

☐ After discharged: housing type?

7 of 10

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**

