CHECKLIST TO USE FOR CLOSURES¹

Things to distribute:

_______Sheet with information contact (LTCOP, CMS, Consumer Advocacy Groups, etc.)
_______Residents’ Rights Fact Sheet / Brochure
_______Know Your Rights During a Nursing Home Closure Brochure
_______Nursing home Place Options (Provide residents, family members and/or guardians with information about facilities and who to contact regarding other nursing homes in the area, recent survey information, etc.)
_______Placement Alternatives to Nursing Homes (Provide residents and family members with information and whom to contact regarding other types of placement such as board and care, personal care facilities, home health, etc.)
_______Letter informing each party (resident/family member/guardian/physician/legal representative/responsible party) of what is happening, if possible.

Actions to take:

_______Hold meeting(s) with residents/family members/legal representatives to inform of what is happening  DATE(S):
_______Explain to each resident the reason for the relocation and the steps involved in the process

Need from nursing home on arrival:

_______List of all residents, family members, and legal representatives with telephone numbers
_______Date(s) of resident/family meetings
_______Date notification of closure sent to residents and family members
_______Copy of facility grievance procedure

¹ Adapted from LOCAL LONG-TERM CARE OMBUDSMAN “KIT” from, Murtiashaw, Sherer, The Role of Long-Term Care Ombudsmen In Nursing Home Closures And Natural Disasters: National Long Term Care Ombudsman Resource Center, January 2000.
Follow up needs:

______Daily/weekly updates from facility
______Roster of new homes where residents are transferred
______Hold on-going meeting with residents and families to explain what is happening
______Maintain on-going presence in the facility
______Visit residents in new home or make arrangements for follow-up visits

Other:

______ Contact numbers of Lead Agency & others included in closure plan (cell phone numbers, e-mail addresses, night numbers will help in an emergency)
______ Contact numbers of State Ombudsman
______ Cash for meals and incidentals (closure may involve long hours in the facility)
______ Cell phone (facility phones are often tied up during these crisis situations)