Iowa – Closure/Crisis Team Intervention Process

Closure/Crisis Team Intervention Process

I. Core Member learns of potential closure/crisis and notifies all Core members
   a. Core members discuss and verify closure/crisis
   b. If no one is aware of situation proceed to next step

II. Potential closure/crisis is verified and/or situation is monitored
   a. Core member assigned task to verify information
   b. Determinations made if there is an adequate plan of action-no further action needed
   c. Determination made that there is an Inadequate plan of action or emergency

III. Report back to Core members

IV. Call a Team Meeting
   a. DIA convenes meeting
   b. Participants include: Core and appropriate additional team members
   c. Ensure that all participants have the authority to hear and receive confidential information

V. Hold initial Team Meeting to discuss pending closure/crisis
   a. Agenda
      i. Provide update
      ii. Discuss reason of closure
      iii. Goal date of closure
      iv. Share agency roles and resources with facility
   b. Core Team Members determine need for additional meetings

Reference: Inform facility of S&C 13-50-NH letter (NFs & SNFs only)
Reference: Core and Additional Contacts

VI. On-site monitoring expands to Core Team

VII. Determination is made from pending to imminent closure/crisis
   • Compliance
   • Financial instability
   • Business decision
   • Fraud
   • Life Safety

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1 From “Iowa Long-Term Care Facility Closure/Crisis Team Procedures Manual” by Iowa Office of the State Long-Term Care Ombudsman (2016).
a. Schedule another meeting with Core and Additional Team Members
b. Instruct facility to send facesheets and identify potential harder to place individuals (vent, trach, behavior issues, court committals), and daily census reports
c. Identify open beds in surrounding area of the state

VIII. Notification of Residents, Tenants, family/guardians and Staff by Facility when closure/crisis imminent
a. Include vendors, physicians, therapists, other services
b. CMS notifies DIA and publishes legal notice during involuntary closures \(42 \text{ CFR 488.456}\)
c. Facility work with Core team members to schedule resident/tenant and family meeting
d. Letters to residents/tenants and families notifying them of closure include date and time of meeting

IX. Resident /Tenant and Family Meetings
Reference Meeting Agenda

X. Weekly Core and Additional Team Member Calls
a. Discuss resident/tenant placements/census
b. Relocation difficulties
c. Operations
d. Ensure all participants are covered by a release of information

XI. Agencies work with residents and tenants to find appropriate placement
a. Social worker/Discharge planner takes the lead in finding placement
b. Ensure residents/tenants have access to appropriate resources
c. LLTCO complete follow-up visits with residents/tenants once relocated

XII. Facility begins discharge preparations – for individual residents and tenants

XIII. Facility Close

XIV. License or Certificate is surrendered