

Iowa – Closure/Crisis Team Intervention Process

Closure/Crisis Team Intervention Process¹

- 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
Reference: CFR, Administrative Rules and State Operations Manual (SOM)
- 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

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 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