

Policy/rule number(s):	CMS State Operations Manual, Chapter 5 - Complaint Procedures https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/som107c05.pdf CMS State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_lt_cf.pdf	Release number:	
Effective date:	October 29, 2018	Expiration date:	
References:			
Web address:			

The Nursing Facility Program is reissuing this Policy Transmittal as a reminder that as of October 29, 2018, Adult Protective Services stopped screening, triaging and investigating all Nursing Facility complaints, including facility self-reported incidents.

Discussion/interpretation:

This transmittal serves as a reminder that the Centers for Medicare and Medicaid Services (CMS) directed the State Survey Agency¹ (SSA), Aging and People with Disabilities (APD), Safety, Oversight and Quality (SOQ), Nursing Facility Survey Unit (NFSU) to change its procedures for nursing facility complaints and complete the intake, triage and investigation for all Nursing Facility (NF) complaint allegations, from all sources, including facility reported incidents, and public complaint allegations. The change was effective **October 29, 2018**.

As of October 29, 2018, NFSU Intake and Triage and NFSU Surveyors began completing ALL intake, triage decision and investigation for ALL nursing facility complaints and abuse allegations.

Implementation/transition instructions:

All APD/AAA offices responsible for APS investigations must ensure staff who conduct screenings of any nursing facility complaints understand that **the local APD/AAA APS offices must send all nursing facility complaints, regardless of the type of allegation or the source, to the NFSU Complaint Intake and Triage Unit.** The local offices will send complaints to NFSU via email, CAM or fax.

- Email: NF.Complaints@dhsoha.state.or.us
- Fax: 1-888-550-6788

When a local office screener, or other staff, receives a complaint call about a nursing facility, only the following information will be collected:

- The complainant's name,
- The complainant's contact information and
- The name of the nursing facility.

If the complainant wishes to remain anonymous, the screener will gather as much identifying information related to the facility, the concern, the alleged victim and/or the alleged perpetrator as possible and report this information to NFSU.

The screener should inform all complainants the concern will **immediately** be referred to the NFSU Complaint Intake and Triage Unit. The screener will describe that the NFSU Complaint Intake and Triage Unit staff are healthcare professionals trained specifically for investigations in nursing facilities. The complainant should be informed they will receive a follow-up telephone call from the NFSU Complaint Intake and Triage staff. The complainant should be provided the toll-free telephone number for NFSU Complaint Intake and Triage Unit, **1-877-280-4555**.

The local APD/AAA staff is not responsible to initiate a Report of Serious Event (ROSE) form for any nursing facility related complaint and/or concern. NFSU is responsible for submitting all necessary ROSE forms.

Local/branch action required: Implement and follow procedures described in the policy transmittal and attachments.

Field/stakeholder review: Yes No

If yes, reviewed by: Policy Review Team

Filing instructions:

If you have any questions about this policy, contact:

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