



# Oregon

Kate Brown, Governor

## Department of Human Services

*Safety, Oversight and Quality*

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### Information Memorandum

Nursing Facility Providers

NF-18-28

Date: 10/15/18  
From: Nursing Facility Survey and Complaint Intake Units  
Subject: Change in Facility Incident Reporting

## IMPORTANT INFORMATION

The Centers for Medicare and Medicaid Services (CMS) directed the State Survey Agency (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 **effective Monday, October 29, 2018**. CMS' directive to NFSU as the SSA, last week, is that NFSU must complete the intake, triage and investigation for all nursing facility (NF) complaints, from all sources for facility reported incidents, and public complaint allegations throughout the state.

Prior to the directive from CMS, NFSU had a long-standing practice of sharing the NF complaint process with local APD/AAA Adult Protective Services (APS) offices. When NFs reported incidents of abuse or neglect, the NF submitted a completed DHS 0819 "Nursing Facility Self-Reported Incident Form" to their respective local APD/AAA APS office and the local APS office investigated allegations of abuse and neglect. The local office referred the "Nursing Facility Self-Reported Incident Form" to NFSU when it met designated care area allegations (falls, fractures, pressure ulcers, hospitalizations/ ED, death, or restraint use).

As part of the directive from CMS, NFSU has revised DHS 0819 "Nursing Facility Self-Reported Incident Form," and the form is now titled "Nursing Facility Reported Incident (FRI) Form." Information on where the new form will be located on the NF licensing website will be posted as a provider alert soon.

Changes to the form will allow NFs to report incidents, directly to NFSU through a dedicated NF FRI email box: [FRI.incidents@dhsosha.state.or.us](mailto:FRI.incidents@dhsosha.state.or.us) The form includes reference to CFR §483.12(c), F609, outlining NF reporting requirements. Alleged violations include: abuse, neglect, exploitation, and mistreatment, including injuries of unknown source and misappropriation of resident property. The form features fillable text boxes, the ability to hover on certain terms for additional explanation, and links to a glossary for key terms. The form has been updated to include additional information for the user to complete. Additional descriptive information will be critical for the user to complete, as NFSU will no longer call facilities to request additional documentation. Triage decisions will be determined with information provided on the form. Therefore, it will be imperative the NF

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complete the FRI form accurately and thoroughly.

**As of Monday, October 29, 2018, all NFs, statewide, must use the new FRI form and submit completed facility reported incident forms directly to the NF FRI email box.**

NFSU will receive all NF complaint allegations reported by NFs and the public. NFSU will review all allegations, enter information into a federal software program and triage the allegations. A triage decision determines the response time for an onsite investigation. A limited number of nursing facility abuse complaint allegations will be referred to the local APD/AAA APS office for investigation. All other NF complaint allegations will be investigated by NFSU surveyors.

Please join the **October 19, 2018 Nursing Facility News Hour from 11 am – 12 pm** for a presentation on the new FRI form and a question and answer session. You will find information on how to join the call on the nursing facility licensing provider alert website at: <https://www.oregon.gov/DHS/PROVIDERS-PARTNERS/LICENSING/Pages/admin-alerts.aspx>

If you haven't subscribed to the nursing facility licensing website, please do so. Within the above website, there is a link to subscribe to receive Provider Alerts and be notified when new announcements are posted to the site. Use this link to subscribe and enter your email, at: [https://public.govdelivery.com/accounts/ORDHS/subscriber/new?topic\\_id=ORDHS\\_144](https://public.govdelivery.com/accounts/ORDHS/subscriber/new?topic_id=ORDHS_144) Then you will need to select [Subscriber Preferences](#), and check mark "DHS Provider-Partners Licensing Administrator Alerts."

We appreciate your continued cooperation and collaboration with us to meet this new directive from CMS.

For questions about the new NF Complaint process, please contact:

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For general information contact the DHS Office of Safety, Oversight and Quality or visit the DHS Web site at [www.oregon.gov/DHS/](http://www.oregon.gov/DHS/). To contact the Nursing Facility Licensing Unit, please email: [NFLicensing@state.or.us](mailto:NFLicensing@state.or.us)