

# COMMUNITY BASED CARE SURVEY TECHNICAL ASSISTANCE



**To:** CBC Providers  
**From:** CBC Survey Unit  
**Date:** May 2016  
**Topic:** C270 Change of Condition & Monitoring  
**O.A.R.:** 411-054-0040

## **(1) Change of Condition**

### Short Term Change of Condition

- Defined as “a change in the resident's health or functioning that is expected to resolve or be reversed with minimal intervention or is an established, predictable, cyclical pattern associated with a previously diagnosed condition.”
- Examples, including but not limited to: bipolar depression cycles, migraine headaches, acute issues (flu, cold), UTIs and minor skin issues such as skin tears, abrasions, bruises.
- What Comes Next?
  - The facility must evaluate and determine and document what action or intervention is needed for the resident.
  - The determined action or intervention must be communicated to staff on each shift. (24 hour reports, shift to shift reports, communication logs, etc.)
  - The documentation of staff instructions or interventions must be resident specific and made part of the resident record with weekly progress noted until the condition resolves (Resident

Occurrence Event Reports, Alert Charting, Individual Service Plans, Temporary Service Plans, Service Plan updates, etc.).

### Significant Change of Condition

- Defined as “a major deviation from the most recent evaluation that may affect multiple areas of functioning or health that is not expected to be short term and imposes significant risk to the resident.”
- Examples, including but not limited to: Broken bones, stroke, heart attack, unmanaged blood sugar or blood pressure levels, uncontrolled pain; decline ADLs; significant weight changes; changes in behavioral symptoms, level of consciousness, and wounds or pressure areas.
- What Comes Next?
  1. Evaluate, determine if significant and refer resident to the RN.
  2. RN must assess and documents resident status, findings and update service plan in that (those) areas.
  3. Document the change.
  4. Update the service plan as needed.
  5. The determined action or intervention must be communicated to staff on each shift. (24 hour reports, shift to shift reports, communication logs, etc.)
  6. The documentation of staff instructions or interventions must be resident specific and made part of the resident record with weekly progress noted until the condition resolves (Resident Occurrence Event Reports, Alert Charting, Individual Service Plans, Temporary Service Plans, Service Plan updates, etc.).

### **(2) Monitoring**

- Defined: “The facility must have written policies to ensure a resident monitoring and reporting system is implemented 24-hours a day. The policies must specify staff responsibilities and identify criteria for notifying the administrator, registered nurse, or healthcare provider.
- Example, including but not limited to:
  - Resident Falls

- ✓ If a resident is falling, what does the evaluation indicate?
  - ✓ Fall risk and history should be part of evaluation.
  - ✓ What does the service plan indicate?
  - ✓ When are the falls more likely to occur?
  - ✓ What does staff need to know about the resident and falls?
  - ✓ If subsequent falls occur, what happened?
  - ✓ Were the interventions in place?
  - ✓ Are new interventions necessary?
  - ✓ Reassess as necessary and document.
- What Comes Next?
    1. Monitor each resident consistent with his or her evaluated needs and service plan;
    2. Train staff to identify changes in the resident's physical, emotional and mental functioning and document and report on the resident's changes of condition;
    3. Have a reporting protocol with access to a designated staff person, 24-hours a day, seven days a week, who can determine if a change in the resident's condition requires further action; and
    4. Provide written communication of a resident's change of condition, and any required interventions, for caregivers on each shift.

Thank you for your shared dedication to the residents we are privileged to serve,

*CBC Survey Unit*

*DHS Office of Licensing & Regulatory Oversight*