



July 12, 2022

## **CMS Plan of Correction Implementation**

### **Friends and Family Communication #2- CMS FAQ**

As you may know, the Centers for Medicare and Medicaid Services (CMS) ordered a survey of the OSH Junction City campus earlier this year after a patient elopement. As is common, the review went beyond the original patient incident. OSH has been working to create an acceptable Plan of Correction (POC). The POC is for both campuses, regardless of level of care. Many Secure Residential Treatment Facility (SRTF) units and Hospital Level of Care (HLOC) units are in the same building which means patients use shared spaces, even if not at the same time. Many staff also work across all levels of care. With a standard set of expectations for all units on both campuses, there will be less opportunity for confusion and misinterpretation when staff or patients change units.

Part of the POC involves changes to how OSH patients obtain property (outside of what is directly provided by the hospital). Many of these changes were communicated in a flyer distributed June 27. The OSH Market is expanding its offerings to support patients obtaining property in a safe and controlled manner.

### **CMS Implementation Frequently Asked Questions:**

#### **Q: Why is this happening?**

**A:** The Centers for Medicare and Medicaid Services (CMS) ordered a survey of OSH earlier this year. We are required to correct the deficits that were found. Some of the corrections have a direct impact on patients and are designed to make the hospital a safer and healthier place. In particular, the property changes ensure items coming into OSH have been approved, and rooms are clean and free from preventable safety risks.

#### **Q: What if a patient wants something that can't be found at the market?**

**A:** We have started taking patient requests for new items and have added a "patient request" option to the current market form that the patients currently use to make their purchases. A suggestion box will be placed in the market to allow patients to drop in suggestions.

#### **Q: When and how will patients be able to go to the market in person?**

**A:** A schedule will be created that will ensure all units have an opportunity to attend in person. We will still limit the numbers of patients who can come to the market in-person at the same time due to COVID protocols and limited space. The market will open for in-person visits August 1.

**Q: How do patients order from the market now and will this change the process?**

A: When COVID first hit OSH we created a list of the items available for patients to purchase. The patients complete the order form, insert their money in the envelope and seal it. It gets delivered to the market to be filled. This process will remain the same for now. The step that will be added is that unit staff will ensure the patient has enough storage space before allowing the order to go through.

**Q: When and how will family and friends be able to make market purchases?**

A: We are developing the process for friends and family to order from the market and figuring out how that works with our property limits. Family and friends can also put money in a patient's trust account so they can make purchases for themselves.

Additionally, we are working on a gift process for visitors to order a food product, like a birthday cake, and gift baskets of market items. We will listen to feedback from families and try to find solutions that still follow the rules and policies. When these processes are developed, OSH will provide an update to patient friends and family.

**Q: How much will the markup be when patients buy things from the market?**

A: OSH does not benefit financially from having patients buy more items through the market. OSH is selling items in the market "at cost."

**Q: What if a patient has a specific cultural need for items not available from the market?**

A: OSH is committed to meeting the cultural and spiritual needs of patients and will do so by providing the necessary provisions. Patients should reach out to the OSH Diversity Liaison or spiritual care staff to discuss additional needs they may have. There will be an exception ordering process for items that can't be found at OSH Market, café and/or coffee shops. See the patient handout from June 30 for details.

**Q: What is happening with patient owned MP3 players and SD cards?**

A: MP3 players that do not need an SD card will be allowed to remain in the patient's possession through a grandfathering concept. Individual units will be able to buy MP3 players with OSH owned music loaded on them that patients can then check out. Patients who are engaged with music therapy should still use that resource as appropriate. SD cards at large are no longer allowed in OSH and will no longer be sold in the market.

**Q: What happens when staff search patient rooms?**

A: Managers or other staff will be going into patient rooms and bathrooms at least once a week to check for trash, an excess of items, uncovered dirty laundry, etc., to make sure rooms are clean. They are there to help. As part of the hospital's efforts to establish and maintain a stable and safe therapeutic environment, the OSH Security Department will conduct unit searches (where trained staff go into patient rooms and search the physical space in a systematic way) for prohibited items, contraband and excess property. Prohibited items and contraband will be removed immediately. Patients are encouraged to be present when their room is being searched or cleaned.

**Q: When will my loved one's unit be searched?**

**A:** Environmental resets will begin in Junction City Monday, July 11. For Salem units this is happening on a staggered schedule. We expect the first resets in Salem to start August 15. We will start with Bridges/Pathways and Crossroads/Springs. Archways is scheduled to begin August 29 and Harbors units on September 6. Each program will take multiple days to complete the unit Environmental Resets, which are more comprehensive than unit searches because staff will be helping to make sure that each patient's property fits in the space allowed. Communication about what to expect and how to prepare will be given to patients before this occurs on their unit.

**Q: What happens to my loved one's excess property that is removed?**

**A:** The hospital will pay to send excess property to a family member or friend. If you are a supporter of a patient at OSH and would be willing to accept their excess property, please be sure your loved one has your mailing address. Patients will no longer be able to store food or drinks (except water) in their rooms or the property room. Food may only be stored in designated food bins. Prohibited and contraband items will be immediately removed.

**Q: What changes are happening to off-campus therapeutic outings?**

**A:** The hospital continues to support the therapeutic value of community re-integration in the form of off-campus outings—which resumed Wednesday, July 6 on both the Junction City and Salem campus. There will be changes in preparations for off-campus outings. More staff members will be required to be with patients when going off-campus. Staff will check patients for readiness closer to the time of the outing and OSH Security staff will conduct personal searches of patients leaving from and returning to the secure perimeter to ensure patients only carry what is allowed. Patients will be asked to empty their pockets and report how much money is on their person (no more than \$30). Security staff will also wand patients when exiting and returning to the hospital. Patients will not be able to buy items on outings and bring back to OSH. We have an obligation to provide therapeutic outings in the in the safest way possible for all involved and the above changes support us in doing so.