

Activities

Our activities address the physical, social, intellectual, spiritual and emotional needs of our residents. A monthly activities calendar is printed and placed in each resident's room. Family members may access the activities calendar on the Missouri Slope Lutheran Care Center (MSLCC) website (www.mslcc.com/php/activities.php) or may request a paper copy from the activities staff. Residents and family members are encouraged to participate in the activities offered.

Adjustment Period

A new resident goes through a period of initial adjustment. Allow a reasonable length of time for your loved one to make the transition, realize that some adjust quickly and others take more time. If you have any questions or problems during this time, please contact the Social Services Department.

Admissions

A resident is required to have a complete pre-admission physical. A report is to be furnished to MSLCC with an order for admission from the applicant's physician.

The administration reserves the right to admit residents according to the needs of each individual and to assign rooms and make room changes as necessary.

Alcohol

Alcoholic beverages are not permitted in the resident's possession or room. No alcoholic beverage shall be used by the resident unless ordered by a physician, in which case it must be kept at the nurses' station.

Asset Assessment

An asset assessment is available to any individual entering a nursing facility or swing bed facility who has a spouse who will continue to live in the community. The purpose of the asset assessment is to estimate the amount of assets your spouse who is living in the community can keep should you apply for Medicaid coverage now or in the future.

If you meet the following criteria, we encourage you to request an asset assessment:

- You are likely to be in need of long-term care services for at least 30 consecutive days; and
- You have a spouse living in the community.

Even though you may be private pay at this time, and may not anticipate needing to apply for Medicaid, the assessment preserves the amount of assets your spouse can keep if you ever apply in the future. If you do not get an asset assessment now, and later cannot verify your assets as of the date you entered long-term care, you may not be able to protect some of your assets for your spouse.

To complete an asset assessment you will need to identify all of your assets, and provide verification of their value. The county social service office will then be able to tell you how much of your assets you and your spouse will be able to keep. This will assist you in planning for your future needs.

There is no charge for the asset assessment.

Burleigh County Social Service
415 E. Rosser Ave. Suite 113
Bismarck, ND 58501-4058
701-222-6622

Morton County Social Service
200 2nd Ave. NW
Mandan, ND 58554-3124
701-667-3395

Beauty/Barber Shop

Routine Hair Care

Routine hair care services such as cutting, trimming, shaving is provided by licensed beautician on staff at no additional charge on a weekly basis. The cost of routine hair care is included in MSLCC's daily rate for each resident.

If a resident prefers for routine hair care to be provided by someone other than facility staff, the resident/responsibility party assumes responsibility for any fees charged by that person and for any transpiration costs to and from services. Residents choosing to pay for routine hair care services provided by someone other than facility staff are informed they are responsible for these charges. The resident's desire to continue paying for routine hair care provided by non-facility staff will be reviewed with the resident on a quarterly basis.

Non-Routine Hair Care

Non-routine hair care is provided by a licensed beautician employed by the facility. Non-routine hair care involves the use of chemicals, such as permanents, hair coloring and sets. The cost of permanents, hair coloring and sets are not included in the facilities daily rate and is an additional charge to the resident/responsible party payable to Missouri Slope Lutheran Care Center.

Residents preferring to go outside of the facility for non-routine hair care may do so at their expense for the non-routine hair care and any transportation costs involved.

Bed Hold Policy

Hospitalization

When transferred to an acute care hospital, the resident's bed will be held for fifteen (15) days. All residents must notify the facility if they do not want the bed held. The resident's account will be billed for the bed hold at the current lowest case mix rate plus the private room charge if occupying a private room. The bed hold notice will be sent with the resident to the hospital. The family member or legal representative will be notified by mail. A list of payment sources follows:

- ❖ Medicare Part A/Medical Assistance – the resident was receiving Medicare Part A benefits immediately prior to the hospitalization. Medicare **will not** pay for the bed holds. The Medical Assistance Program **will not** pay for this bed hold. Payments **must** come from sources other than the resident’s recipient liability.
- ❖ Medicare Part A/Private Pay – the resident was receiving Medicare Part A benefits immediately prior to the hospitalization. Medicare **will not** pay for bed holds. The resident will be responsible to pay for all days while the bed hold is in effect.
- ❖ Medical Assistance – the resident was receiving Medical Assistance benefits immediately prior to the hospitalization. The Medical Assistance Program **will** pay up to fifteen (15) days per hospitalization. The bed holds after the fifteen (15) days **must** be paid from sources other than the resident’s recipient liability.
- ❖ Private Pay – the resident was private pay immediately prior to the hospitalization. The resident **will** be responsible to pay for all days while the bed hold is in effect.

Individuals requiring services of the facility after the bed has been released will be able to submit an application for the next appropriate available bed if the facility can provide the services the individual requires.

Some nursing home insurance policies may not pay for bed holds, individuals should check with their insurance agent.

Therapeutic Leave

Therapeutic leave means anytime the resident is away from the facility overnight but not hospitalized. The resident is required to notify the facility prior to therapeutic leave whether they desire to exercise the bed hold option. A resident may use 24 therapeutic leave days per calendar year.

If the resident’s therapeutic leave days exceed 24 days the bed will be released. The resident will then be considered for readmission to the next appropriate available bed if the resident required services of the facility. .

Residents may leave the facility for short leaves of 3 days or less by physician standing orders. Prescribed medications will be sent with instructions for use. If more than 3 days of leave is requested, call physician/nurse practitioner for further orders.

Death

In the event of death, the resident’s bed will be held for 24 hours to allow removal of the residents’ personal belongings. If requested, the facility will pack and store the resident’s belongings for up to two weeks.

There is not a charge for the day of discharge. However, the day of death will be charged at the resident’s current case mix rate.

Billing

All resident billings are prepared in the business office. Statements are sent at the beginning of each month. Each month’s payment is due by the 10th of that month.

When a resident is discharged from the Care Center any refund due will be issued to the resident, responsible party, or estate.

Business Office

The Business office is open from 8 am to 5 pm Monday through Friday. The services that are available are buying stamps, mailing letters, trust fund management, etc.

Care Conference

The purpose of the care conference is to enhance the care of each resident by developing a multi-disciplinary resident care plan which ensures that all those involved in the care of the resident are made aware of the problems and needs of the resident. Resident and family involvement is important in assuring that care is comfortable and satisfying for the resident. The care conference team holds initial and annual care conferences for each resident. Resident and family attendance is encouraged at the initial conference and annually thereafter. The care conference team includes the Nursing Unit Director, the Social Worker, a Dietary Representative, Activity Representative and a Therapy Representative (when applicable). A family member will receive an invitation to attend the initial and annual conference. It is that family member's responsibility to notify other family members of the conference.

Dental Services

Residents may continue seeing a dentist of their choice for routine check-ups and dental work as needed. Regular dental care can be provided here at Missouri Slope Lutheran Care Center by Bridging the Dental Gap.

Electric Cart/Power Wheelchair

The residents at MSLCC shall have the privilege to own or use an electric cart or power wheelchair as long as they are able to demonstrate the skills needed to operate those mechanical devices independently, and in a safe and prudent manner, and if they present no harm to self or others when using these mechanical devices. Family members must notify the Admissions Coordinator upon admission or the Nursing Unit Director if you plan to purchase and electric cart or power wheelchair for your resident. The resident will have to participate in an evaluation with MSLCC's therapy department and a periodic re-evaluation and review of performance skills. The resident, family member or resident's POA will assume full responsibility for the maintenance and repairs of privately owned power chairs. They will be responsible for contacting the dealer to make arrangements for the power chair to be picked up and returned to the resident's room. A Gel Cell battery is required for use within the facility for safety purposes. Acid batteries are prohibited.

Emergency Plan

MSLCC has a written emergency plan that is reviewed and tested yearly. Our plan addresses the following types of emergencies:

- Weather emergencies such as tornadoes, hurricanes, and winter weather.
- Security incidents such as bomb threats, terrorism, and active shooters.
- Natural disasters such as earthquakes and floods.

All staff is trained on emergency procedures. We participate in drills and exercises to test our knowledge. When able, residents are asked to take part in drills so they know what to expect in the event of an actual emergency. Our emergency plan includes procedures for communication and notification of families in the event of an emergency situation. In case of evacuation, we have procedures in place to ensure the safety of our residents. However, for safety reasons, we may decide to shelter-in-place. This may occur when there is not enough time to evacuate safely and it is safer inside the building. We have procedures in place to ensure adequate food, supplies, power, and medications for our residents and staff. Some situations may warrant the facility to be placed on “lock down”. During these situations, no one will be allowed to enter or leave the facility. In the event of an emergency, please remain calm and follow any instructions from management staff or emergency personnel.

For more information on our emergency plan, please refer to our handout *How We Prepare for Emergencies* which can be downloaded from our website at www.mslcc.com.

Environmental Services

Housekeeping and laundry are provided seven days a week.

It is preferred that clothing be durable, permanent press and machine washable. Clothes are laundered daily. The use of commercial washing machines is hard on clothing so extra sets of clothing are recommended.

It is the responsibility of the family to replace worn clothing. Families may do personal laundry if they desire.

Family Gatherings

Various areas are available for family parties, dinners, anniversaries and other social events. Please contact the Activity Director to make the necessary arrangements for your event.

Furniture

All residents are provided a bed, a dresser, a night stand, a bed table and closet space. Limited furniture may be brought into the resident’s room based on the amount of space available in the room.

Grievance Procedure

MSLCC strives to provide the highest quality care in accordance with each resident's needs and preferences. However, we recognize there may be situations where, as a resident or family member, you are unsatisfied with some aspect of our service. At all times, we encourage open and free communication with staff regarding your concerns and needs. However, if you do not feel staff has effectively responded to your concerns, MSLCC's formal grievance procedure should provide the resident or family the opportunity of resolving any differences, disagreements, or problems that occur. MSLCC grievance procedure is as follows:

- Step 1: Complete a grievance incident form available at any nurses' station.
- Step 2: Take your grievance or complaint to the immediate supervisor for the department to which the complaint pertains. If you receive no response from the immediate supervisor, or you are dissatisfied with the decision, you may proceed to Step 3.
- Step 3: Discuss the grievance with our Social Services Department. If you receive no response, or you are dissatisfied with our response, proceed to Step 4.
- Step 4: Discuss the grievance with the interdisciplinary care team who will meet with the resident and or family to investigate and respond to the grievance. This should provide the resident and or family opportunity of resolving any differences, disagreements or problems that occur.
- Step 5: If your grievance has not been resolved, the resident or family member may submit a letter outlining the grievance to the President. The President will address the issue of concern with the Board of Directors and respond to the resident and or family in a timely manner

All residents have the right to freely voice complaints and recommend changes in policies and services without the fear of retaliation or reprisal. You also have the right to file a complaint with the North Dakota Department of Health and Consolidated Laboratories in the case of resident abuse, neglect or misappropriation of resident property. Assistance form complaint resolution is available through the state ombudsman.

North Dakota Long Term Care Ombudsman
1237 West Divide Avenue, Suite 6
Bismarck, ND 58501
dhsagingombud@nd.gov
701-328-4617 or 1-855-462-5465

North Dakota State Department of Health Consolidate Laboratories
State Survey & Certification Agency
600 East Boulevard Avenue
Bismarck, ND 58505
701-328-2352 or 1-800-472-2622

A complaint my be filed with the North Dakota Protection and Advocacy Network if you think there has been abuse, neglect or exploitation of a resident with a developmental disability or mental illness.

Protection and Advocacy Network
400 East Broadway, Suite 505
Bismarck, ND 58501
701-328-2950 or 1-800-472-2670 or 1-800-582-1142

To report suspected Medicaid or provider fraud, you may contact:

Medicaid Fraud and Abuse Unit
600 East Boulevard Avenue
Bismarck, ND 58505-0250
701-328-2321

See Ombudsman pamphlet provided

Health Care Directives

It is the policy of MSLCC to honor the wishes of all residents regarding medically indicated treatments whenever possible, and to encourage and assist residents in determining and expressing their preference regarding treatment decisions for use in the event they subsequently become unable to make such decisions.

In the absence of a health care directive and if the resident is incapacitated, it is the policy of MSLCC that treatment decisions for medically indicated interventions made by the resident representative as listed in the N.D. Informed Consent Law (N.D. CC No. 23-12-13) will be recorded and followed. See Making Health Care Decisions in North Dakota booklet that is provided.

Health Information Management

An electronic and paper medical record for each resident is maintained and protected under the supervision of the Health Information Management Department. The medical record contains orders, progress notes, assessments, care plans, lab and radiology reports, and many more records. The medical record serves as a communication link among caregivers and substantiates reimbursement claims. It also provides data for medical research, education of healthcare providers, public health studies, and quality review.

A resident's health information in the medical record is confidential and protected under the federal guidelines called Health Insurance Portability and Accountability Act (HIPAA). MSLCC employs a Privacy Officer who oversees the privacy and confidentiality policies and procedures required by HIPAA. If residents, families, or resident representatives wish to request copies of medical records they may contact the health information management clerk or assistant. (See the Notice of Privacy Practices included in this packet for more information on HIPAA)

Infection Prevention Guidelines

1. Please do not visit resident if you are sick as nursing home residents are very susceptible and at a higher risk of complications. Masks and hand sanitizers are available at the entrances and nurses' stations.

2. Please wash hands or use hand sanitizer when entering and leaving residents' room
3. If a resident is in isolation precautions for contagious infections, a precautions sign is posted on the resident's door. Please follow the steps listed on the sign on the resident's room door and/or consult with nursing staff.
4. If you are feeding or assisting your loved one in the dining room, please do not assist other residents. If you do help them, it is necessary to wash your hands before or between assisting your loved one and any other resident.
5. MSLCC encourages or assists resident to wash their hands after toileting and before meals.

Insurance Medicare/Medicaid

MSLCC is certified for Medicare coverage. Qualifications for Medicare coverage in this facility is determined by the Medicare program. Medical assistance through the county social service offices is available for those residents who qualify. Residents are protected by the law from transfer or discharge based solely upon their conversion to Medicaid at a future time. MSLCC may not require, as a condition of admission that residents remain in private pay status for any specific period of time before converting to Medicaid coverage. Resident may not be required to pay the private pay rate for any period during which Medicaid has approved the resident for payment. Upon presentation of the Medicaid card or other proof of eligibility, MSLCC shall submit a Medicaid claim for reimbursement, subject to the rules and regulations of the Medicaid program. Upon receipt of the Medicaid payment, MSLCC shall return any and all payments made by the resident or any person on behalf of the resident, for Medicaid program covered services. Questions regarding these programs or other nursing home insurance policies should be directed to the business office. See Medicare and Medicaid pamphlets provided.

Mail

Residents are assured the right to receive their mail unopened. A pouch is provided in each resident's room attached to their night stand where their mail will be put if they are not in their room. Volunteers or staff members are available upon request to assist those that are unable to write or read their own letters.

Process for current residents:

- Mail is separated by the front office
- Activities' then delivers the mail to the resident

If the resident **DOES NOT** receive **BUSINESS MAIL:**

- All First Class Mail gets forwarded to the designated responsible party
- Presorted Standard or Bulk Rate mail (unless it has Address Service Requested) gets thrown away, the Post Office **DOES NOT FORWARD** this mail

If the resident **DOES NOT** receive **ANY MAIL:**

- All Personal and Business mail gets forwarded to the designated responsible party except for Presorted Standard or Bulk Rate mail which gets thrown away

SUGGESTION: If possible, have all **Personal** and **Business** mail sent to the address of the designated responsible party. That way it gets to that person sooner rather than having to wait for it to get forwarded.

IMPORTANT NOTES:

- If the resident will be receiving subscriptions or charity, organizations, etc. mail and will want to continue to receive it, have the bills and/or forms sent to the designated responsible party. The Post Office **DOES NOT FORWARD** this type of mail.
- Subscriptions can be set up as gifts. That way the resident will receive the subscription and the designated responsible party will receive the renewal notices.
- The Post Office **DOES NOT** recognize room numbers as apartment numbers so address change cards are **NOT** an option. We have been told by the Post Office that family members need to contact the individual businesses to have the addresses changed.

Process for residents that are deceased or discharged:

- All mail is forwarded to the designated responsible party for one month. After one month, all First Class mail is returned to sender and all Presorted Standard and Bulk Rate mail is thrown away.

Maintenance Services

Maintenance personnel are responsible for the general upkeep of MSLCC which includes the building exterior and interior, equipment, grounds and parking lots.

Medical Appointments

Residents will be transported to medically necessary appointments via facility van or other vehicle as appropriate, at the expense of the facility. Family members or other significant persons will be encouraged to accompany residents for purposes of providing support to the resident, assisting with decision making tasks, etc. If family members are unable to attend at their convenience or if they do not wish to attend, a staff member will accompany the resident if an attendant is necessary.

Medical Director

The Medical Director provides overall coordination of medical care at MSLCC and collaborates with other health professionals in the development of formal resident care policies for MSLCC.

Medications

All orders for medication must be received directly from the attending physician or nurse practitioner by a licensed nurse. MSLCC or its agents will not be responsible for medications retained or concealed in the resident's room. MSLCC will provide over-the-counter (OTC) medications per the pharmacy formulary.

MSLCC's will provide the pharmacy formulary, covered and non-covered medications in the admission packet and as requested.

Nursing Services

MSLCC provides quality nursing care to our residents. We believe that excellence in care requires compassion and respect for the dignity and well-being of all residents. There are six nursing units that are staffed according to the needs of the residents. Staffing is routinely evaluated and adjusted.

Nutritional Services

Menus and therapeutic diets for all residents are developed and coordinated by our Nutritional Services Department. Each resident has an assigned Licensed Registered Dietitian who coordinates their nutritional care.

Families should notify the nurse in charge when bringing food in for their resident. See “Guidelines for bringing food into Missouri Slope Lutheran Care Center” for more information.

Optometrist

Residents may continue seeing an optometrist of their choice as needed.

Pastoral Care

A Chaplain is on staff to serve the resident’s spiritual needs. Residents’ clergy are encouraged to make regular visits and discuss any concerns with the chaplain.

Residents and family members are free to visit the chapel at any time. All residents and families are invited to attend services as scheduled. Catholic mass is held weekly.

Personal Accounts/Trust Fund

A resident has the right to manage his/her own financial affairs if not under legal guardianship. A resident’s personal trust fund is maintained in the business office. Under authorization by the resident, MSLCC shall hold, safeguard and account for personal funds of the resident which have been deposited in an interest bearing account that is separate from any of the facility’s operating accounts. A record will be kept of all transactions and a quarterly statement will be provided. Funds may be withdrawn from the account by the resident or individuals authorized by the resident as indicated on their written consent.

Personal Items

Residents should bring ten changes of machine washable, permanent press clothing, ten changes of underclothing, slippers, stockings, etc. Shoes should be well-fitting with non-slip soles. Other items needed are a bathrobe, pajamas, slippers, heavy coat, light jacket, and sweaters. Residents are encouraged to bring in personal items. Residents are responsible for the expense of repairing their own personal items.

Personal Property and Identification

All personal property will be marked upon admission to MSLCC. A record of personal belongings is kept in the residents' chart. Whenever items are brought in or taken out of the resident's room, this record needs to be updated. When bringing in items at any point after admission, please take them to the nurse's station. When things appear to be lost, report it to the charge nurse.

Because MSLCC is unable to exercise complete control over a resident's personal property, MSLCC shall not be responsible for loss, theft or damage, except for the facility's negligent acts or omissions.

Money in excess of \$5.00, jewelry and other valuable personal property should not be kept in the resident's room.

Upon death or discharge, families are asked to remove personal belongings within 24 hours. If requested, the facility staff will pack and store the resident's belongings for up to two weeks. However, after two weeks, they will be given away or disposed of.

Personal Property Insurance

MSLCC is not responsible for the loss of any resident property due to theft or any other cause, unless such a loss is caused by the neglect or intentional acts of the facility or facility employees. If you wish to purchase insurance to cover your property in case of damage or loss, you are responsible for purchasing and maintaining such insurance. It is recommended that high value items, such as electric/power chairs, are covered by a personal insurance plan should an unexpected event of loss or damage occur.

Pharmacy

MSLCC utilizes Valley View Pharmacy and Churchill Pharmacy. These pharmacies have agreed to card medications and comply with both North Dakota law and MSLCC policies and procedures. Valley View Pharmacy is located in the lower level of MSLCC. This pharmacy is open to residents and tenants only; it does offer a discount to those living in this establishment. Medications are conveniently carded and can be returned for a refund should the prescription be changed or discontinued.

Regarding VA Medication Pharmacy/Mail Order Medication Pharmacy:

- ❖ The resident or the resident's representative will be responsible for ordering and ensuring the resident has the physician ordered medications.
- ❖ Medications received from the VA or mail delivery must be in unit dose and will be packaged by Valley View Pharmacy
- ❖ MSLCC will notify the representative approximately 30 days prior to needing additional medication
- ❖ When the medication is brought in, MSLCC will send it to Valley View Pharmacy for carding. If medication needs to be cut in half or split, there will be an additional charge by the pharmacy. Often the VA or mail order will send larger doses with orders to take half a pill.

- ❖ The resident or resident's representative is responsible for reordering medication from the VA or mail order pharmacy.
- ❖ When the VA or mail order substitutes a medication for the one ordered, there may be an additional charge from Valley View Pharmacy for obtaining physicians orders for the medication change. Mail order medications can be used only when they meet the North Dakota Pharmacy Regulations. (Some mail order medications do not meet these regulations. For example, they must include lot number and expiration date.)
- ❖ If medications are unable to be obtained in an emergency or after hours from the residents pharmacy, MSLCC nursing staff will receive the needed medication from Valley View Pharmacy
- ❖ If the resident's pharmacy does not provide medication in unit dose packaging, Valley View Pharmacy will package the medication and the resident will receive a bill from Valley View Pharmacy.

Physicians

Residents of MSLCC may select a physician who makes facility visits. All residents must be seen by a physician every 30 days for the first 90 days after admission and every 60 days thereafter.

Podiatry

Residents may continue seeing their own podiatrist as needed.

Private Rooms

In order to reside in a private room at Missouri Slope Lutheran Care Center, Inc. there will be a private room charge in addition to the daily case mix rate. Residents no longer wishing to reside in a private room will need to give a 30-day advance notice. The resident will be charged for the private room during the 30-day notice. If it is possible to transfer the resident before 30 days have transpired, the resident will be moved to a semi-private room and will no longer have to pay the private room fee. If the resident/family declines any semi-private room the resident will be subject to another 30-day notice and the resident will continue to pay the private room fee. If the resident is not moved to a semi-private room within 30-days, the resident will not be responsible to pay the private room fee after day 30. If the party responsible for paying the private room fees is delinquent in providing payment, a 72-hour verbal notice may be given to the resident's responsible party. If no payment is received following the 72-hour verbal notice, the resident will then be moved to the next available semi-private room here at Missouri Slope Lutheran Care Center.

Private Visits

MSLCC respects the resident's right to have private visits. There are two rooms available for private visits. Residents may contact their Social Worker, Nursing Unit Director or Charge Nurse to make arrangements to use the private visit rooms.

Prohibition of Abuse

Abuse means the willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish. Neglect means the facility and its employees are neglectful when a reasonable person would conclude that a deprivation of the omitted goods and services would cause, among other things, emotional distress (rather than mental disorder).

Misappropriation of resident property means the deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without the resident's consent.

Exploitation is the unfair treatment or use of a resident or the taking of a selfish or unfair advantage of a resident for personal gain, through manipulation, intimidation, threats, or coercion. If there are complaints or suspicion of abuse, neglect or misappropriation of property, they need to be reported immediately to the charge nurse and an incident report completed. All complaints shall be investigated by facility staff. The facility reports all alleged violations and all substantiated incidents to the state agency. Each resident has the right to be free from mistreatment, neglect and misappropriation of property.

MSLCC has a zero tolerance for violence within the facility, security devices and procedures are in effect and no weapons are allowed on the premises. Any conduct which creates an intimidating, offensive or hostile environment is to be reported to management staff immediately and will be investigated and addressed by appropriate interventions.

Quality Assurance and Performance Improvement Program (QAPI)

QAPI is a systemic, comprehensive, data-driven, proactive approach to performance management and improvement in our Care Center. The goal in our QAPI Program is to improve the safety, quality of care, quality of life, and choices in daily life for all residents. The QAPI Committee includes the president, vice president, department directors, consultant pharmacist, and medical director. We are continually aiming higher to improve care for our residents.

Rehabilitation Services

Rehabilitative and restorative services are provided in house for residents needing these services as ordered by a physician. MSLCC as a consulting agency who provides occupational therapy, physical therapy and speech language pathology.

Our goal is to improve the quality of life for residents by serving their rehabilitation needs. Our skilled and caring staff works closely with your physician and other health care providers to insure that your total needs are met.

Relatives' Change of Address

Relatives of residents are asked to keep the business office advised of any change in address or telephone number. Two or more telephone numbers should be listed in case of emergency.

Resident's Rights

All residents in long term care facilities have rights guaranteed to them under federal and state law. A facility must promote the exercise of rights for each resident, including any who face barriers (such as communication problems, hearing problems and cognition limits) in the exercise of these rights. A resident, even though determined to be incompetent, should be able to assert these rights based on his or her degree of capability. The resident rights include:

- ❖ Admission Rights
- ❖ Residents' Rights Information
- ❖ Medical Assistance & Medicare
- ❖ Cost of Care
- ❖ Protection of Funds
- ❖ Involvement in Health Care
- ❖ Freedom from Abuse, Neglect, Exploitation & Restraints
- ❖ Transfers & Discharges
- ❖ Personal & Privacy Rights
- ❖ Groups & Activities
- ❖ Grievances & Complaints
- ❖ Access to Information
- ❖ Agencies & Phone Numbers to know

Responsibility When Leaving the Building

Relatives and friends are encouraged to take residents out for rides, visits, etc., as their condition permits. All residents leaving MSLCC must report to the nurse in charge and the responsible party must sign the release form at the nurse's station.

Restraints

The resident has the right to be free from physical or chemical restraints, unless ordered by the physician to treat the medical symptoms of the individual.

In the event of an emergency (situations which may cause harm to self or another resident) or if there are life threatening medical causes, a restraint may be used temporarily to provide necessary life-saving treatment to proceed. Documented evidence of Dr's orders, evaluation of the situation and permission by the legal representative and/or the resident must be in the clinical record.

Security

All entry/exit doors to the campus will be locked, with the exception of our supervised main entrance, door 1, during business hours, 8am-5pm Monday through Friday. After hours and at the other locked visitor entrances, doors 3, 5, and 19, you can gain entry at any time by ringing the newly installed door bell system. This system will alert staff to allow you access. We have partnered with a security company to provide security personnel on the campus during evenings and weekends. They will be operating our door security system as well as providing an additional safety by rounding the campus.

This program is meant to provide additional security and peace of mind to all who live in, work, and visit our campus.

Self Administration of Drugs

Each resident has the right to self-administer drugs unless the interdisciplinary team has determined for each resident that this practice is unsafe.

In the case of a resident requesting self-administration of drugs, the interdisciplinary team shall be responsible for assessing the resident's cognitive, physical and visual ability to carry out this responsibility. In the event the team determines that the resident is unable to carry out this responsibility (because it would be a danger to the resident or others), the team may withdraw this right.

In the event of approval for self-administration, nursing staff is responsible for safe drug storage and the recording of self-administered doses on the resident's medication administration record.

The findings determined in the above paragraphs shall be clearly documented in the resident's medical record.

Smoking Policy

Due to Measure #4: Smoking Law in North Dakota. Smoking is prohibited on MSLCC property.

Social Services

Our Social Services Department is available to offer the resident and their family support and assistance. We serve as advocates for the residents and their family.

Solicitors

Solicitors are not allowed at MSLCC.

Telephone and Cable TV

Residents may have a telephone in their room. Payment for installation and billing of this is the responsibility of the resident or his/her responsible party. MSLCC does provide a telephone on each unit for resident's use which is equipped with a "hearing impaired" hand-set.

Residents are provided with a TV and cable service at no cost to them.

Tipping/Gifts

Employees are not allowed to accept gifts or tips. Please do not offer gratuities to our employees as it puts them in a difficult situation. Should you wish to share a holiday treat with the entire staff, it would be appreciated and acceptable.

Transfer/Discharge Policy due to Services Not Provided at MSLCC

Due to reimbursement and staffing considerations, the following medical/nursing services are not provided at MSLCC. This is not meant to be all-inclusive:

- 1) Ventilators/Respirators
- 2) Hyper alimentation – Administration of fluids and nourishment via intravenous route.
- 3) IV Chemotherapy – Administration of neoplastic (anti-cancer) drugs via intravenous route. (Oral neoplastic agents are administered by MSLCC staff.)
- 4) Administration of IV medications requiring specialized techniques and education, as determined by Administration.

In the event the resident requires any of the above or similar services, transfer to a medical facility for the length of the treatment or to another nursing facility providing the treatment required will be necessary.

If the resident needs these services, the transfer will be made in a timely manner consistent with the resident's needs. The facility will not be able to grant a 30 day notice prior to transfer/discharge if the resident's condition required these services.

Transportation

MSLCC does not provide transportation for residents for non-medical purposes. Transportation is the responsibility of the resident/family/resident representative.

Tuberculosis

All newly admitted residents must have a recent chest x-ray and/or PPD (mantoux) to rule out TB infection or a TB disease. If recent screening prior to admission is not available, a mantoux test with intradermal administration of 5 tuberculin units of PPD must be administered upon admission, using the two-step method.

Vaccines

MSLCC makes available to residents the pneumonia, flu and shingles vaccine. The resident or resident representative will sign a consent form on admission to receive these vaccines. Family is asked, if possible to provide proof of any vaccines received.

See handouts provided.

Revised 10/17

Veterans

You may be eligible for benefits from the Veterans' Administration if you meet one of the following criteria:

- I. You are a veteran in a nursing home or basic care facility, or you are receiving home and community based services.
- II. You are a spouse of a deceased veteran and in a nursing home or basic care facility, or you are receiving home and community based services.
- III. You are a parent of a veteran who died while in service or as a result of a service connected disability, and you are in a nursing home or basic care facility, or you are receiving home and community based services.

This income would subsidize any other income you now receive. For more information on this, please contact your County Veterans Service Officer.

Burleigh County Veterans Service Officer
221 N. 5th St.
Bismarck, ND 58501
(701) 222-6698

Morton County Veterans Service Officer
200 2nd Ave. NW
Mandan, ND 58554
(701) 6673385

Visitors

MSLCC has no restrictions on visiting hours. Please refer to Security section for specific access information. Everyone is welcome, including children and pets (up to date on shots).

At any time, the resident and/or their guardian has the right to refuse to see a visitor. This right will be upheld and respected by Missouri Slope Lutheran Care Center staff. Under certain circumstances, facility staff, residents and/or their guardians may question if a visitor is a threat to the resident's well-being. In this case, an agreement may be established with the resident and/or their guardian, the visitor and Missouri Slope Lutheran Care Center for future visits to be supervised.

Visitors will not be permitted to maintain residency here at Missouri Slope Lutheran Care Center for any period of time. Visitors are responsible for making their own accommodation arrangements if they are from other communities.

Any visitors who present to Missouri Slope Lutheran Care Center inebriated, disruptive, threatening, violent or abusive will be asked to exit the property. If the visitors refuse, the police department will be contacted to remove the individual.

Volunteers

MSLCC is fortunate to have many dedicated volunteers who assist residents with such services as reading, writing letters, friendly visits, recreational, religious and other miscellaneous activities.