



Sanford

Mid-Dakota
Care Center

Resident Information Packet

**Patient Care Policies
And
Resident Rights and Responsibilities**

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Introduction

This booklet of Patient Care Policies and Resident Rights and Responsibilities has been prepared to help residents and prospective residents know what to expect when admitted to Sanford Mid-Dakota Care Center, and to inform residents of their rights and responsibilities.

As a resident of Sanford Mid-Dakota Care Center, you have the right to exercise all the rights stated herein without fear of coercion or reprisal.

We hope this will be helpful in preparing you for admission to our facility and in understanding your rights and responsibilities. If there is additional information you need to know, feel free to ask at anytime.

Your satisfaction is our primary concern. The staff desires to help you achieve happiness during your stay here as well as provide the best possible nursing care.

Mission Statement and Purpose

This facility is known as Sanford Mid-Dakota Care Center. We are owned by Sanford Health.

The mission statement of Sanford Mid-Dakota Care Center is “Committed to Quality, Compassionate Care”.

Meet our Staff



**Administrator
Maureen Cadwell,
CEO**



**Medical Director
Travis Sanger, MD**



**LTC Administrator
Jacob Suckow**



**Director of Nursing
Angelia Frederick,
DON**



**MDS Coordinator
Vickie Mills, RN**



**Administrative Assistant
Brenda Johnson**



**Social Services
Jennifer Reimer**



**Dietary Manager
Barb Gahl**



**Activities Director
Mandy Mahnke**



**Maintenance
Chad McManus**



**CNA/RDA
Coordinator
Rebecca Hill-Reuer**



**Dietitian
Mindy Donovan**

Licensure and Types of Care Provided

Sanford Mid-Dakota Care Center is licensed by the South Dakota Department of Health as a skilled nursing facility. The facility participates in the Medicaid program.

Services Provided

Activities

Individual and group therapeutic and recreational activities are provided in accordance with the resident's preference and life-style patterns. Scheduled activities are posted in each resident's room and on the daily activity boards. Pastoral/spiritual care is also provided on a regular basis and upon request.

Social Services

The facility provides medically related social services to attain or maintain the highest practical physical, mental and psychosocial well being of each resident. The Social Worker is responsible to identify social problems and needs of the residents with the assistance of the nursing staff. The Social Worker is then responsible to see that the social needs are met either in-house, or by referral to an appropriate outside agency.

Administration

The Nursing Home Administrator is responsible for the overall operation of the facility. The Administrator is licensed by the South Dakota Board of Examiners for Nursing Facility Administrators. At any time during the absence of the Administrator, the Director of Nursing is designated as the Alternate Administrator. If both the Administrator and the Director of Nursing are absent, another person is designated to be in charge.

Medical Care

The Attending Physician that you have chosen is responsible for the total care of the resident during his/her stay. Orders for immediate care are obtained and verified by the Attending Physician at the time of admission.

In the absence of your attending physician, the physician on call from that perspective clinic will be contacted for medical care unless other arrangements are made. The attending physician must see the resident at least every 60 days.

The facility maintains an agreement with a Medical Director who is responsible for the overall coordination of the medical care in the facility, to ensure the adequacy and appropriateness of the medical services provided to residents, and to maintain surveillance of the health status of employees.

Dental Services

On admission, each resident is required to name a dentist they wish to treat them if the need ever arises. The facility will communicate with the resident or surrogate concerning any provider issues, including Medicaid, etc. Dentists may treat residents at the facility if they choose.

Dietary Services

A balanced diet of well-prepared meals will be provided for each Resident according to the Physician's prescribed nutritional plan. Meal schedule is as follows:

Breakfast – 7:30 a.m.-	Lunch – 12:00 p.m.-	Supper – 5:30 p.m.-
9:30 a.m.	1:30 p.m.	7:00 p.m.

A private dining room is available for special family occasions. Reservations are made by contacting Social Services or the Activities Department.

Residents are encouraged to have visitors for meals. Please inform the kitchen 24 hours in advance or as soon as possible that you will be having a guest.

We can also arrange for special parties and other events. You are always welcome to dine with us during holiday seasons. Holiday meals are special and reservations will be needed in advance as we generally have many visitors.

Family and friends may bring in food and non-alcoholic beverages as approved by the physician's ordered diet. Please report any food/beverages brought in to the charge nurse. Alcoholic beverages are permitted only with a Doctor's order and are kept in the medication room. Refrigerator space is available for small food and drink items in the Dining Room.

Nursing Services

The nursing service is under the direction of a full-time Director of Nursing. Two Charge Nurses are scheduled each day from 6:00 am to 6:30 pm and one Charge Nurse from 6:00 pm to 6:30 am. All aides are certified in restorative, dining assistance and personal care.

Pharmaceutical Services

Prescription medications are filled by the Resident's pharmacy of choice. Medications may be brought from home and delivered to the charge nurse; however, the physician will be responsible in determining which of the home medications can be used at the Facility. The Resident/Family is responsible for providing the Facility with current records of immunizations; i.e. pneumonia and flu vaccinations, Tuberculosis test results, etc.

VA medications are the responsibility of the Resident/Responsible party. Resident/Responsible party will notify the VA of transfer to the Long-term Care Facility and arrange for routing of these medications. Resident/Responsible party is responsible to pay the pharmacy of choice for the medications that are needed on a timely basis, such as antibiotics.

NO medications may be kept in the Resident's room unless all the following three (3) criteria are met: 1) Nursing staff has completed the assessment for self-administration of drugs, 2) The Resident is deemed competent by nursing staff to administer medications, and 3) Dr. has approved and ordered bedside medications (which could include Tums, vitamins, Mentholatum, etc)

Laundry Services

The facility maintains an in-house laundry service, which launders all linen and bedding and resident's personal clothing if desired.

Because of the large quantity of linen and clothing processed each day, it is impossible to give each item personal attention, so if residents desire, they may have their personal clothing taken home by family members for laundering.

Pillows, afghans, lap robes, sweaters, slippers, etc. should be made of washable material if possible.

Prior to admission, all personal clothing should be marked with a waterproof laundry marker or have the resident's name sewn in.

Clothing that needs to be dry cleaned must be done at your own cost. The facility will make arrangements to have your items sent to and picked up from the cleaners of your choice.

Transfer/ Discharge

The Resident may voluntarily discharge from the Facility, provided the Social Services department or the Director of Nursing is given sufficient notice to ensure proper discharge can be arranged. The Facility reserves the right to transfer or discharge for any of the following reasons:

- The medical or safety needs of the Resident cannot be met
- The Resident's health has improved sufficiently that the Facility services are no longer needed
- The Resident's behavior significantly hinders the well-being of him/herself or others
- The Resident/Responsible party fails to meet Facility obligations set forth and agreed upon admission.

Leaving the facility without providing notice is documented as Leaving Against Medical Advice.

Notice of Bed Hold Policy

The Resident/Responsible Party may request a bed hold while the Resident is absent from the Facility for temporary hospital or home stays (Appendix E)

Equal Access to Quality Care

The facility maintains identical policies and practices regarding transfers and provision of services for all residents regardless of their source of payment.

Notice of Rights and Services

Each resident has the right to be informed both orally and in writing in a language that the resident understands of his/her rights and of all rules and regulations governing resident conduct and responsibilities during the stay in the facility.

Such notification will be made prior to or upon admission and during the resident's stay. Receipt of such information and any amendments to it must be acknowledged in writing.

This document shall serve as the instrument Sanford Mid-Dakota Care Center will use to inform residents of their rights and services provided. You or your surrogate will be asked to sign a statement in the Admission Agreement that you have read and understand this document. Residents will be notified of any changes in these rights and services.

Communication of Rights

If the resident cannot understand English, the rights will be interpreted into a language the resident understands. A representative of the resident may sign that he/she has interpreted the statement of rights to the resident.

Large print texts and sign language may be used if necessary to help the sight and hearing impaired understand their rights and responsibilities. The Notice of Resident's Rights is posted in the facility.

Resident Records

Residents or their responsible party have the right to inspect and purchase photocopies of all records pertaining to the resident. Right to inspect records is based on any applicable State or Federal law.

Photocopy charges will be \$.10 per page. Requests must be made to allow a 48-hour notice or two business days.

Choice of Medical Care

The resident is asked to choose a personal attending physician prior to admission to the facility. If a resident wishes to change physicians, he or she may do so by requesting and completing a "Change of Physician" form.

Residents may speak to or see their attending physician any time they wish to, and may do so by asking the nurse to call the physician or set up an appointment with them.

If an attending physician does not fulfill given requirements under Medicare/Medicaid law and facility policy, the facility has the right after informing the resident, to consult with the Medical Director to assure the provision of appropriate and adequate care and treatment.

The resident has the right to participate in planning care and treatment or changes in care and treatment.

Medical Treatment

Residents have the right to be fully informed in language that he or she can understand of his or her total health status, including but not limited to, his or her medical condition, care and treatment and any changes.

Residents and their families or surrogates are invited to attend regularly scheduled care conferences to discuss the total health status of the resident along with the care and treatment plan developed by each discipline. Residents and families are encouraged to take part in these conferences.

Residents have the right to refuse any treatment, and may refuse to participate in experimental research. The health and safety consequences of refusing treatment will be discussed with the resident and his surrogate along with any alternatives to treatment. This discussion and refusal of treatment will be documented in the resident's medical record.

If a resident refuses all treatment, the facility's only alternative may be to discharge the resident on the grounds that the facility is incapable of meeting the resident's health needs.

Advanced Directives

The resident is given the opportunity to execute an advanced directive if he/she so chooses. The facility's Social Worker is able to discuss the Advance Directive and assist in the process of completion of the appropriate form.

Medicaid and Charges for Services

The facility will display written information about how to apply for and use Medicare and Medicaid benefits, and how to receive refunds for previous payment covered by such benefits.

At the time of admission to the nursing facility or, when the resident becomes eligible for Medicaid, the Facility will inform each resident who is entitled to Medicaid benefits, in writing, the items and services that are included in nursing facility services under the State plan, and for which the resident may not be charged.

Residents will also be informed of those other items and services that the facility offers and for which the resident may be charged, and the amount of any charges.

The facility will inform each resident when changes are made to the items and services specified in the proceeding paragraph.

The facility will inform each resident before, or at the time of admission, and periodically during the resident's stay, of services available in the facility and of charges for those services, including any charges for services not covered under Medicaid or by the facility's per diem rate.

The facility will furnish a written description of legal rights which include a description of the manner of protecting personal funds. See the Protection of resident funds section.

Notification of Change

Except in a medical emergency or when the resident is incompetent, the facility will consult with the resident immediately and notify the resident's physician, and if known, the resident's legal representative, surrogate or interested family member within 24 hours when there is any of the following:

- An accident involving the resident which results in injury;

- A significant change in the resident's physical, mental or psychosocial status;

- A need to alter treatment significantly;

- A decision to transfer or discharge the resident from the facility.

The facility will promptly notify the resident, and, if known, the resident's legal representative, surrogate or interested family member when there is a change in room or roommate assignment and a change in resident rights under Federal or State law or regulations.

The address and phone numbers of the resident's legal representative, surrogate or interested family member will be recorded and updated periodically.

Protection of resident funds

Residents have the right to manage their own financial affairs and the facility does not require residents to deposit their personal funds with the facility.

The facility recommends that residents do not keep more than \$5.00 on their person or in their rooms. If you feel the need to have more money available, you may deposit spending money in the office in a resident account.

There is no charge for this service and you will be asked to sign an authorization to allow the facility to handle your money for you.

Money in excess of \$50.00 will be deposited in a savings account in the bank in the resident's name. All credits for interest earned will be calculated by the bank and deposited in the account. Accounts less than \$50.00 will be maintained in a common checking account.

The facility will maintain a system that assures a full, complete and separate accounting, according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf.

Resident funds will not be co-mingled with the facility funds or with the funds of any person other than another resident. Individual financial records will be available on request to the resident, his legal representative or surrogate.

The facility will notify each resident that receives Medicaid benefits when the amount in the resident's account reaches \$200.00 less than the SSI resource limit for one person.

Upon death of a private pay resident, the facility will convey the resident's funds and a final accounting to the surrogate. In the case of a Medicaid resident, any funds remaining in a resident account will be returned to the State of South Dakota in accordance with the Estate Recovery Act.

The facility will have a surety bond or self-insurance to assure the security of all personal funds of residents deposited in the facility.

The facility does not impose a charge against the personal funds of a resident for any item or service for which payment is made under Medicaid.

Privacy and Confidentiality

Residents have the right to personal privacy and confidentiality of their personal and clinical record.

Personal privacy includes accommodations, medical treatment, written and telephone communications, personal care, visits and meetings of family and resident groups, but this does not require the facility to provide a private room.

Residents are treated with consideration, respect and privacy when their medical treatment and personal needs are being cared for. Staff are instructed and taught to treat residents as individuals, and to assure privacy by asking visitors to leave the room, by pulling divider curtains, by keeping residents covered and by closing doors when toileting, bathing, etc.

Residents may have private meetings with their families, ministers, attorneys, other residents, etc, and may have private telephone conversations. Residents may correspond in writing with any individual privately.

Except as stated in the next paragraph, the resident may approve or refuse the release of personal and clinical records to any individual outside the facility.

The resident's right to refuse release of personal and clinical records does not apply when the resident is transferred to another health care institution or record release is required by law or third party contract.

Staff are instructed and taught to keep any clinical and personal information about residents strictly confidential. Only personnel concerned with financial matters are permitted access to financial records. Only staff members providing professional care have access to medical records.

Residents or their surrogate will be asked to sign a Release of Information Form before any records are released.

Grievances

Residents have the right to voice grievances with respect to treatment or care that is, or fails to be furnished, without discrimination or reprisal for voicing the grievances.

Residents have the right to prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents.

Grievances may be voiced verbally to the Director of Nursing or Administrator who will make every effort to resolve the problem. If this does not resolve the problem, the grievance should be put in writing on a Grievance form and presented to the Administrator. The Administrator or designated staff person will investigate the complaint and respond appropriately.

Residents may file a complaint with the State Survey and Certification Agency, South Dakota Department of Health, Pierre, SD or with the State Ombudsman Program, Department of Social Services concerning abuse, neglect and misappropriation of resident property in the facility.

Examination of Survey Results

Residents have the right to examine results of the most recent survey of the facility conducted by the Federal and State surveyors and any plan of correction in effect with respect to the facility. The results will be posted by the facility in a place readily accessible to residents.

Residents have the right to receive information from agencies acting as client advocates, and be afforded the opportunity to contact these agencies.

Work

Residents have the right to refuse to perform services for the facility. The facility never requires or asks residents to work.

Residents have the right to perform services for the facility, if he or she chooses when the facility documents the need or desire for work in the plan of care, and if the resident agrees to the work arrangement described in the plan of care. The plan of care must specify the nature of the services performed and whether the services are voluntary or paid and compensation for paid services must be at or above prevailing rates.

Mail

Residents have the right to privacy in written communications. Residents have the right to send and receive mail promptly that is unopened.

Residents have the right to have access to stationary, postage and writing implements at his or her own expense. These items are available and may be purchased from the Activity Department.

Your mailing address will be your name, % Sanford Mid-Dakota Care Center, 300 S Byron Blvd, Chamberlain, SD 57325. Mail is taken down and picked up at the Post Office twice a day Monday through Friday at 10:00 am and 3:00 pm. There is a mail box by the dining room door for outgoing mail. Incoming mail will be delivered to the resident's room.

Access to the Facility

Residents have the right to receive visitors. The facility encourages frequent visits by families and friends. After 10:00 PM or before 5:00 AM, please call the facility and/or use the doorbell at the west entrance to gain access.

Access and Visitation Rights

Residents have the right and the facility will provide immediate access to any resident by any of the following:

1. Representative of the State
2. The resident's individual physician
3. The State's Long-term Care Ombudsman
4. The agency responsible for the protection and advocacy system for developmentally disabled individuals and mentally retarded individuals
5. Immediate family or other relatives of the resident subject to the resident's right to deny or withdraw consent at any time

The facility will provide reasonable access to any resident by any entity or individual that provides health, social, legal or other services to the resident, subject to the resident's right to withdraw consent at any time.

The facility will allow representatives of the State Ombudsman Program to examine a resident's clinical record with the permission of the resident or the resident's legal representative or surrogate, and consistent with State law.

Telephone

Residents have the right to have regular access to the private use of the telephone. The facility has a private room specified which residents are welcome to use for local calls at any time. The nursing staff will provide assistance to the resident if needed.

Each room has the capacity to have a telephone installed, and if you desire, you may arrange to have your own private phone by your bed. If you wish to do this, you are responsible for all charges from the phone company. To make arrangements, contact Midstate Communications at 234-8000.

Residents may have personal cell phones for their use and is their financial responsibility.

Personal Property

Residents have the right to retain and use personal possessions, including some furnishings and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other residents.

Because of the large amount of people living in the same building, frequent visitors, etc.; the facility cannot be responsible for valuables, jewelry, large amounts of cash, etc. kept in resident's rooms. It is advised that anything of that nature be sent home with family for safe keeping.

Electrical equipment, unless constructed of plastic, is required by fire code to be grounded. Before bringing lamps, fans, etc to the facility, please check with the Administrator or the Maintenance Supervisor.

Heating pads, candles and throw rugs are not allowed in the facility by the State Health Department for safety reasons.

Married Couples

Residents have the right to share a room with his or her spouse when married residents both live in the facility and both spouses consent to the arrangement.

Married residents have the right to undisturbed private time alone in their room.

Resident Behavior and Facility Practices

Restraints

Residents have the right to be free from any physical restraint imposed or psychoactive drug administered for the purpose of discipline or convenience and not required to treat the resident's medical symptoms.

Any type of restraint (physical or chemical) is used only after a thorough assessment has been completed and other alternatives have been tried and failed. After proper assessment restraints are used only with the physician's order.

Psychoactive drugs are administered only when the resident's medical symptoms warrant their use and only with the attending physician's order.

Abuse

Residents have the right to be free from verbal, sexual, physical or mental abuse, corporal punishment and involuntary seclusion. Residents are protected from abuse by anyone including facility staff, other residents, consultants, volunteers, family members, friends and any other individuals. All reports of abuse are investigated and will be handled as described in the next section.

Staff Treatment of Residents

The facility has developed and implemented written policies and procedures that prohibit mistreatment, neglect or abuse of residents. Staff are trained and not allowed to use verbal, mental, sexual or physical abuse, including corporal punishment or involuntary seclusion.

The facility will not employ individuals who have been convicted of abuse, neglect or mistreatment of individuals.

Charge nurses are trained to immediately report all alleged violations involving mistreatment, neglect or abuse, including injuries of an unknown source to the Director of Nursing or Administrator.

Results of the investigation are then reported to the SD Department of Health and the Ombudsmen Program in Pierre within 5 days. If the alleged violation is verified, appropriate action is taken according to State law.

Quality of Life

Residents have a right to be cared for in a manner and in an environment that promotes maintenance or enhancement of each resident's quality of life, dignity and respect in full recognition of his/her individuality.

The staff of the facility will show an appreciation for and make every attempt to promote each resident's self-worth. Staff will enhance resident's self-image and worth by helping them to be dressed and groomed neatly and by respecting resident's right to private space and property. Staff will speak respectfully, listen carefully and address residents in the way he/she wishes.

Dignity

The facility promotes care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.

Self-determination and Participation

Upon admission to the facility, the self-determination act is explained to the resident and/or surrogate and the appropriate information is supplied.

The resident has the right to choose activities, schedules and health care constant with his or her interests, assessments and plans of care.

The resident has the right to interact with members of the community both inside and outside the facility.

The resident has the right to make choices about aspects of his or her life in the facility that is significant to the resident.

Participation in Resident and Family Groups

Residents have the right to organize and participate in resident groups in the facility. Resident's family has the right to meet in the facility with the families of other residents in the facility.

The facility will provide a resident or family group, if one exists, with private space. Staff or visitors may attend meetings at the group's invitation.

The facility will provide a designated staff person responsible for providing assistance and responding to written requests that result from group meetings.

When a resident or family group exists, the facility must listen to the views and act upon the grievances and recommendations of residents and families concerning proposed policy and operational decisions affecting resident care and life in the facility.

Participation in Other Activities

The resident has the right to participate in social, religious, and community activities that do not interfere with the rights of other residents of the facility.

Accommodation of Needs

The resident has the right to reside and receive services in the facility with reasonable accommodations of individual needs and preferences, except when the health or safety of other residents would be endangered.

The physical environment will be used to aid residents to maintain unassisted functioning. Furniture and equipment will be used that gives proper support for residents to stand by themselves without assistance.

Proper equipment for disabled residents will be available for use in going to the bathroom, etc. Readable calendars and clocks will be displayed.

Residents have the right to receive notice before the resident's room or roommate in the facility is changed. The resident will always be notified in advance of any proposed change and the reason for the change. This will be documented on the resident's medical record with the resident's response to the proposed change. Consideration will be given to the resident's requests to be moved.

Environment

This facility provides a safe, clean, comfortable and homelike environment allowing the resident to use his or her personal belongings to the greatest extent possible.

The facility provides private closet space in each resident's room, adequate and comfortable lighting levels in all areas, comfortable and safe temperature levels, and comfortable sound levels.

Other Miscellaneous Policies

Fire and Disaster Preparedness

The facility has a written fire and disaster plan to be used in case of emergency. All staff are trained at the time of employment and regularly on the fire and disaster procedures. A fire drill is held monthly, rotating three on each shift within a one-year period.

Any actual fire is reported to the South Dakota Department of Health according to state regulations.

Smoking Policy

Smoking is not allowed anywhere inside the facility as this is a smoke-free facility. As of May 31, 2006, all Sanford Mid-Dakota Medical Center buildings and grounds were designated as completely tobacco-free. Residents who used tobacco products as of May 31, 2006 have been allowed to continue and newly admitted residents will be informed of the policy.

Transportation

During the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday, the facility uses the Rural Office of Community Service (ROCS) bus to transport residents to medical appointments and other appointments in Chamberlain. Transportation to out-of-town appointments during this time must be provided by the resident or surrogate.

From 4:30 p.m. to 8:30 a.m. and on weekends, the resident or surrogate are responsible for providing transportation. If the physician designates a medical emergency, an ambulance will be utilized.

The facility will work with the resident or surrogate to coordinate and secure appropriate arrangements for transportation needs.

Pets

Pets are not kept in the facility on an on-going basis, but are allowed to visit as long as they do not interfere with the well-being of the residents. Families are encouraged to bring pets in for visits. Pets are never allowed in the dining room or any food preparation area.

Missing Residents

As soon as a resident is reported missing to the Charge Nurse, she/he directs all staff to thoroughly search the facility for the missing resident. If the resident is not located, the grounds are then searched by staff.

If the resident is still not located after a thorough search of the facility and grounds, the Charge Nurse is to notify the Director of Nursing and Administrator.

The Police Department is then notified and given a description and a picture of the resident. The resident's surrogate and Attending Physician are notified as soon as possible.