

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

STATE/TERRITORY: WYOMING

ELIGIBILITY CONDITIONS AND REQUIREMENTS

SURVEY AND CERTIFICATION EDUCATION PROGRAM

The State has in effect the following survey and certification periodic educational program for the staff and residents (and their representatives) of nursing facilities in order to present current regulations, procedures, and policies.

- Presentations at Hospital Association Meetings.
- Health Education Development Services continues to perform training and education and needs identification.
- On site technical assistance.
- Survey team recommendations.
- Collaborative training with staff and Title XIX personnel.
- Informational resident council meetings.
- Group residents interviews.
- Individual interviews.
- Exit conferences.
- Telecommunication consultations and referrals.

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The State has in effect the following process for the receipt and timely review and investigation of allegations of neglect and abuse and misappropriation of resident property by a nurse aide or a resident in a nursing facility or by another individual used by the facility in providing services to such a resident.

The Administrative Rules and Regulation of the Wyoming State Board of Nursing, pages 43 through 47, inclusive:

Any complaint made against a licensee shall be made in writing and should provide at least the following information: name, address, place of employment and position of the individual believed to have violated the Nursing Practice Act or board rules and regulations;

- A committee of two board members shall review each complaint and, where necessary, direct further investigation.

- Following review and investigation the committee may take any appropriate action, including but not necessarily limited to the following: forward complaint to the board for formal disciplinary proceedings; file a complaint with the board on its own behalf; send a written letter of warning to the individual listed in the complaint; deny issuance or renewal of license; accept the voluntary surrender of a license; recommend terms for a conditional license; close the investigation of any complaint.

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The State has in effect the following procedures for the scheduling and conduct of standard surveys to assure that it has taken all reasonable steps to avoid giving notice.

No notice of any survey is given. Reservations are made at motels under individuals names - no titles given.

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The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

- All Statements of Deficiencies are reviewed by the same surveyor.
- All training of staff is done by the same individual.
- All staff spend one week in inservice training once per quarter to insure rules and regulation application consistency.
- Review OSCAR data to insure consistency with regulations.
- Provider followup training on deviations noted by survey staff.

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The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors onsite on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- (i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
- (ii) The facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
- (iii) the State has reason to question the compliance of the facility with such requirements.

The State of Wyoming Medicaid program follows procedures as outlined in "Policy Regarding Complaint Investigation", State of Wyoming, Health Facilities Internal Policy Manual as required by The State of Wyoming Operations Manual.

When a complaint, in writing, is received:

- Assign number and establish complaint file log.
- If complaint involves an accredited hospital - forward the complaint to the regional office for approval to investigate.
- Interview complainant before entering the facility.
- Visit facility to investigate complaint. All complaints surveys are unannounced.

- Write a complete narrative summary on findings.
- Write a letter to the complainant regarding the survey results.

When a complaint, by telephone, is received:

- Interview complainant, ask them to submit the complaint in writing.
- Document fm the phone complaint form.
- Program Manager or Quality Assurance Manager will review Complaint Form to make a decision as what to do concerning the complaint. If phone complaint is not followed up in writing, a phone call will be made to the administrator of the facility asking for information to be submitted.
- Review of the situation will be done at the next onsite investigation
- Acknowledge the complaint in a brief narrative for inclusion in the complaint file

Protect complainants, do not volunteer who they are

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