

## Room Changes

Nursing home residents can expect the following, with regards to room changes.

A facility may ask an individual to change rooms for various reasons:

- To resolve roommate issues
- To accommodate a new resident
- Changes in a resident's level of care
- Changes in a resident's source of payment

The facility must accommodate the needs of each resident. Residents have the right to make choices about aspects of life important to them. The resident has the right to refuse a room transfer, if the purpose of the room change is:

- To relocate within a physical building to qualify for a pay source (Refusing may mean the resident is responsible for certain charges)
- Solely for staff convenience

Brought to you by:



*This document was developed under a grant from the U.S. Department of Health and Human Services, Administration on Aging, and the Wyoming Department of Health. However, these contents do not necessarily represent the policy of the U.S. Department of Health and Human Services or the Wyoming Department of Health, and you should not assume endorsement by the federal or state government.*

### **State Long-Term Care Ombudsman**

***Patricia Hall***

**Email:** [patricia.hall1@wyo.gov](mailto:patricia.hall1@wyo.gov)

**Phone:** (307) 777-2885

### **Regional Ombudsmen**

***Dawn Marie Thacker***

**Email:** [dawn.thacker@wyo.gov](mailto:dawn.thacker@wyo.gov)

Lead Regional Ombudsman

**Counties:** Big Horn, Washakie, Park, Hot Springs, Fremont, Sublette, Lincoln, Teton

**Phone:** (800) 856-4398

***Erica Eastlund***

**Email:** [erica.eastlund1@wyo.gov](mailto:erica.eastlund1@wyo.gov)

Regional Ombudsman

**Counties:** Sheridan, Johnson, Campbell, Crook, Weston, Natrona, Converse

**Phone:** (877) 634-1006

***Don Runyon***

**Email:** [don.runyon1@wyo.gov](mailto:don.runyon1@wyo.gov)

Regional Ombudsman

**Counties:** Laramie, Goshen, Niobrara, Platte, Albany, Carbon, Sweetwater, Uinta

**Phone:** (877) 634-1005



# Nursing Home Transfers, Discharges and Room Changes

***Know the process!***

## Transfer and Discharge

When a resident is admitted to a nursing home, the facility must identify and try to meet the resident's ongoing individual medical, nursing, and psychosocial needs through an individualized care plan.

Before proposing a transfer or discharge, the resident's care plan must be reviewed and revised to meet the resident's new needs. Many permissible reasons for transfer or discharge can be addressed through care plan adjustments, making transfer or discharge unnecessary.

### **Nursing homes can transfer or discharge residents only if one of the following exists:**

- The nursing home cannot provide adequate care for the resident.
- The resident's health has improved to the point that nursing home care is no longer needed.
- Safety of individuals in the facility is endangered.
- Health of others in the facility is endangered.
- The resident has failed, after reasonable and appropriate notice, to pay (unless a full application & supporting documentation for Medicaid has been submitted).
- The facility ceases to operate.

## Notification

If a resident is to be transferred or discharged, the facility must record the reason for transfer in the resident's clinical record, including care plan adjustments made to address the issue. The nursing home must notify the resident and the resident's family member, guardian, or legal representative in writing.

### **The notice must include:**

- The reason for the transfer or discharge.
- The location to which the resident will be moved.
- The date of transfer or discharge.
- Information about the resident's right to appeal to the Office of Healthcare Licensing and Surveys concerning the transfer or discharge.
- Contact information for the Wyoming Long-Term Care Ombudsman Program.

The nursing home must provide discharge planning and sufficient preparation and orientation to residents being transferred or discharged. Residents may only be discharged or transferred to safe locations.

---

**Call the Long-Term Care  
Ombudsman at:  
(800) 856-4398**

## Time Frame

A nursing home must inform the resident and the resident's family member, guardian, or legal representative about a transfer or discharge at least 30 days in advance. If the health or safety of individuals in the facility is endangered, the resident's health improves to allow a more immediate transfer or discharge, or immediate transfer or discharge is required by urgent medical needs, then a notice must be made as soon as practical before transfer or discharge.

## Transfer to Hospital

When a resident is transferred to a hospital, the nursing home must give the resident and family a written notice explaining its policy on holding beds. The policy should say how long the bed will be held. A facility must also establish and follow a written policy on permitting residents to return to the facility after hospitalization or therapeutic leave.

---

**Learn more about the Wyoming  
Long-Term Care Ombudsman  
Program online:**

<https://health.wyo.gov/admin/long-term-care-ombudsman-program/>