

NURSING HOME TRANSITION TO COMMUNITY LIVING MDS 3.0 SECTION Q REFERRAL PROCESS

***BEST PRACTICE**

“Best Practice”: *A management idea which asserts that there is a technique, method, process, or activity that is more effective at delivering a particular outcome than any other technique, method, process, or activity. A best practice is a method or technique that has consistently shown results superior to those achieved with other means, and that is used as a benchmark. Best practices are used to maintain quality as an alternative to mandatory legislated standards.*

The established timelines for the MDS 3.0 Section Q Referrals Process developed by Community Stakeholders is defined as a “Best Practice”. The intention is to capture the best operating practice for nursing facilities and ServiceLink Resource Centers in their response to nursing facility residents wishing to learn of their community living options. This facilitates providers to follow established timelines as their best performance. The goal of creating a uniformed document and support network is to best facilitate Section Q Referrals for nursing home resident. Nursing facilities and ServiceLink Resource Centers will consistently strive to meet established best practice. These established timelines are not intended as a mandate, and therefore will not be considered an infraction if not met. Realizing that unforeseen occurrences may interfere with meeting timelines, nursing facilities and Service Link Resource Centers will document reason as to why best practice was not met. A “Best Practice” can always be improved upon, and the Section Q Community Stakeholders support the ongoing desire to achieve better outcomes. Ongoing collaboration will be enhanced with on-going positive reinforcement.

***BUSINESS DAYS**

It is recognized that business day refers to any day in which normal business is conducted. Section Q Statement of Understanding reference to business days is defined as Monday through Friday from 8:30am to 4:30pm eastern time, and excludes weekends and Federal holidays.

New Year's Day	Independence Day	Christmas
Martin Luther King, Jr.	Labor Day	Columbus Day
Washington's Birthday	Thanksgiving	Veterans Day
Memorial Day		

***CONFIRMING RESIDENT INTEREST**

The purpose of the MDS 3.0 Section Q0500: “Return to the Community” is to identify the resident’s desire to speak with someone about potential transfer into community living. Section Q0500 requires the resident be asked the question directly and formalizes the opportunity for the resident to be informed of and consider his or her options to return to community living. Section Q0500 asks the resident (or family or significant other if resident is unable to respond): *“Do you want to talk to someone about the possibility of leaving this facility and returning to live and receive services in the community?”*

Prior to initiating a discussion regarding long term community living support options, ServiceLink Resource Center (the Local Contact Agency, LCA) for Section Q referrals should first establish and explain to the resident and/or their circle of support why they are contacting them and the nature of their role. The rationale is that the LCA is reaffirming that the resident is interested in speaking to a third party to learn of community living options.

The goal of follow-up action is to initiate and maintain collaboration between the nursing home and the local contact agency to support the resident’s expressed interest in potential transition into community living. It is also the intention to ensure that all individuals have the opportunity to learn about home and community based services.

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