



<p>Team Name: Personal Care Home Standards Team</p> <p>Team Lead: Regional Director – Seniors, Palliative Care & Cancer Care</p> <p>Approved by: Executive Director – East</p>	<p>Reference Number: CLI.6410.PL.020</p> <p>Program Area: Personal Care Home</p> <p>Policy Section: General</p>
<p>Issue Date: January 11, 2019</p> <p>Review Date:</p> <p>Revision Date:</p>	<p>Subject: Acceptance or Refusal of a Personal Care Home Bed</p>

POLICY SUBJECT:

Acceptance or Refusal of a Personal Care Home Bed

PURPOSE:

This policy provides direction about the process to follow when an individual accepts or declines the offer of a Personal Care Home (PCH) bed.

BOARD POLICY REFERENCE:

Executive Limitation (EL-02) Treatment of Clients

POLICY:

A person whose Application/Assessment for Long Term Care (A/A) has been approved by the Regional Long Term Care Panel is offered an appropriate bed when it becomes available in the chosen PCH(s).

DEFINITIONS:

- Individual** A person who has applied to live in a PCH and whose application has been approved by the Regional Long Term Care Panel.
- Panel Date:** The date a person’s Application/Assessment for Long Term Care (including both Supportive Housing and PCH) is approved by the Regional Long Term Care Panel.
- Representative/Designate** A person chosen or appointed to act or speak on behalf of the resident.

Residential Charge

The amount paid daily to live in a PCH. This is established by Manitoba Health, Seniors and Active Living.

IMPORTANT POINTS TO CONSIDER:

- For purposes of clarity in this policy, when the term “individual” is used, communication may also be with, or instead to, the individual’s representative/designate.
- It is important to communicate to individuals that the expectation is that a PCH bed is accepted when it is offered.
- Refusals of PCH beds are often made due to miscommunication between the individual and his/her representative/designate and other family members. Other reasons for refusals include the individual’s health status having plateaued or being effectively managed in the community setting. Effective prioritization and ongoing communication with Home Care Case Coordinators (CC) and Discharge Coordinators (DC) can help to mitigate these refusals.
- Applicants to PCH may identify (choose) more than one PCH on the Application/Assessment for Long Term Care (A/A). For waitlist management and offer processes, each choice is considered equal. This is to say that first choice is not “better” than a second choice; it is merely another option. This also means that if an applicant is offered a bed in any identified PCHs he/she is expected to accept the offer.

PROCEDURE:***Acceptance of a PCH Bed – Community Clients***

1. A bed is offered to the individual.
2. Individuals have one (1) business day to respond to the offer of a bed. If there is no response to the offer, it is considered a refusal.
3. If the individual accepts the bed, a move-in date is established. The move-in date is no greater than three (3) business days after the offer of the bed is made, unless there are extenuating circumstances. If the individual cannot move into the PCH within three (3) days but will move in within seven (7) days, the PCH may start charging the daily residential charge on the fourth day after the offer is made. If the individual cannot move in within seven (7) days this is considered a refusal of the bed (see below).
4. The individual moves in to the PCH.
5. The PCH notifies the Administrative Assistant, Seniors/Palliative Care (the Assistant) that the individual has moved into the PCH.
6. The Assistant notifies all other chosen PCHs and the CC that the individual has moved into the PCH.
7. The CC closes his/her files.
8. The Assistant enters the date of admission to PCH in the regional PCH waitlist database and changes the status of the individual to no longer waiting.

Refusal of a PCH Bed – Community Clients

1. When the offer of a PCH bed is refused the individual is advised of the outcomes of refusal by the person making the offer, which are:
 - Removal from the regional and PCH waitlists; and
 - Return to Home Care service limits if overcost (if applicable).
2. The PCH contacts the CC to notify them of the refusal.
3. The CC contacts the individual to discuss the refusal of the PCH bed.
4. The CC informs the individual that their application may be reactivated within six (6) months from refusal date in consultation with the Regional Manager – Case Coordination. Following six (6) months a new A/A must be completed and presented to the Regional Long Term Care Panel.
5. The PCH informs the Assistant who:
 - Removes the individual from the regional PCH waitlist;
 - Notifies Manitoba Health, Seniors and Active Living; and
 - Notifies all PCHs listed as choices to remove the individual from their waitlists.

The PCH proceeds to offer the bed to the next person prioritized to move into the PCH.

Reactivation of an A/A

1. If an A/A is reactivated within six (6) months of a refusal in consultation with the Regional Manager – Case Coordination, the CC provides any updated medical information; and a reassessment to the Assistant along with the approved A/A (this can be a copy).
2. The Assistant enters the individual's name on the regional PCH waitlist and forwards the approved A/A and any updated information to the PCHs chosen by the individual.
3. The reactivation date is used as the "Panel" date.

Acceptance of a Bed – Acute Care or Transitional Care Center Patients

1. When a patient in an acute care or transitional care center is prioritized to move into a PCH, the patient is notified of the date and time of the move.
2. If the patient refuses the move, the Daily Authorized Charge (as outlined in the *Acute Care Schedule of Charges*) is collected from the individual in accordance with *The Health Services Insurance Act, Regulation 48/93* (if the individual is in a hospital or transitional care center).

REFERENCES:

Manitoba Health, Seniors and Active Living. [Personal Care Services and Charges](http://www.gov.mb.ca/health/pcs/index.html). Retrieved July 12, 2017. Available on-line: <http://www.gov.mb.ca/health/pcs/index.html>.