

POLICY AND PROCEDURE PERTAINING TO DEATH OF PERSON SERVED

PURPOSE

The purpose of this policy is to establish response and reporting guidelines for when death occurs of a person served.

POLICY

In the event that a person dies, staff will ensure proper response and reporting of the death. In addition, sites will have emergency phone numbers posted in a prominent location and a list emergency contact information for each person served.

PROCEDURE

I. When discovering a person served who appears to have died, all staff will treat the situation as if it were a medical emergency and will take the following steps:

- A. Call 911 and provide first aid and/or cardiopulmonary resuscitation (CPR) to the extent of their training unless the person served is in a hospice program and/or has an advanced care directive.
- B. Follow directives given by the Emergency Medical Services (EMS) responding to the call.
- C. Continue first aid and/or CPR until the EMS arrives.
- D. Notify the Community Support Supervisor (CSS) or designee
- E. When an authorized person, such as a physician or paramedic, determines that the person served is deceased, the CSS or designee will ensure the County Coroner's office and/or funeral home (if prior arrangements have been made) is notified and will ensure that the body is not moved until the coroner arrives.
- F. Staff will thoroughly document in *Therap's General Event Report (GER) – Event Type Death and Health T-Log*.

II. The CSS or designee will complete the following:

- A. Ensure the GER is clear, concise, and completed thoroughly.
- B. Notify the following individuals or entities immediately (within 24 hours) of the death, or receipt of information that the death occurred, unless the company has reason to know that the death has already been reported:
 1. Legal representative or designated emergency contact
 2. Case manager
 3. Other support team members as listed on the person's *Emergency Notification Form*.
 4. Minnesota Office of the Ombudsman for Mental Health and Developmental Disabilities and the Department of Human Services (DHS) Licensing Division using the required reporting forms below, unless EON, Inc. has reason to know the death has already been reported.
 - a. *Death Reporting Form, and*
 - b. *Death or Serious Injury Report Fax Transmission Cover Sheet.*

Death Report and the Death and Serious Injury Fax Cover Sheet shall be completed and faxed to both the Office of the Ombudsman and DHS using the fax cover sheet.

- c. Intermediate Care Facility (ICF). When a death occurs in a facility certified as an ICF for persons with developmental disabilities, the death or serious injury must be reported to the DHS, Office of Health Facility Complaints, and the Office of Ombudsman for Mental Health and Developmental Disabilities.

Death Report and the Death and Serious Injury Fax Cover Sheet shall be completed and faxed to DHS, Office of Health Facility Complaints, and the Office of the Ombudsman using the fax cover sheet.

- C. Discuss with the legal representative, if any regarding funeral arrangements and notifications and offer to assist as needed.
- D. If the person is their own guardian, contact the case manager for direction.
- E. Check the person's file for possible prepaid burial account information or arrangements at a funeral home.
- F. Any funds or other property of the person will be surrendered to the person's legal representative, or given to the executor or administrator of the estate in exchange for an itemized receipt. A copy of the itemized receipt will be placed in the person's served record.
- G. All prescription medications will be kept until the cause of death has been determined and then they will be destroyed according to the *Medication Administration Policy*.
- H. Follow the *Reviewing of Incidents and Emergencies Policy*.
- I. Conduct an internal review of incident of deaths that occurred while services were being provided and that were not reported by the program as alleged or suspected maltreatment, for identification of incident patterns and implementation of corrective action as necessary to reduce occurrences.
- J. Complete a *Status Sheets – Person Served* and route accordingly.
- K. Therap Administrator will add the person's name to the *Discharge Register*.

III. Records of the person served will be retained for at least five years following the death.

REFERENCED POLICIES

Medication Administration Policy

Reviewing of Incidents and Emergencies

REFERENCED FORMS

General Event Report (GER) – Event Type Death

Health T-Log

Emergency Notification

Status Sheet – Person Served

Discharge Register

WEBSITE REFERENCED FORMS

Death Reporting Form <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6929-ENG>

Death or Serious Injury Report Fax Transmission Cover Sheet

<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6929-ENG>