



Mountain View Health and Rehabilitation

Long-Term Care Facility Resident Discharges

Results in Brief

Why OIG Conducted This Audit

The Texas Health and Human Services (HHS) Office of Inspector General Audit and Inspections Division (OIG Audit) initiated this audit in response to a recent news article, complaint data, and a report from the U.S. Department of Health and Human Services OIG highlighting issues with nursing facility-initiated resident discharges in which a facility, without due cause or proper notice, evicts a resident often into unsafe environments and with little support.

Summary of Review

The audit objective was to determine whether Mountain View Health and Rehabilitation (Mountain View) complied with applicable requirements when initiating discharges.

The audit scope covered resident discharges for the period from January 1, 2021, through August 31, 2023.

Management Response

OIG Audit presented a preliminary report to Mountain View on June 28, 2024. Mountain View agreed with the audit recommendations and indicated corrective actions were implemented in July 2024.

For more information, contact:
OIGAuditReports@hhs.texas.gov

Key Results

Mountain View did not always document or retain the required records related to discharging residents. Without the required documentation, auditors could not always determine whether Mountain View protected residents' rights and well-being when it discharged them. Specifically:

- Mountain View's discharge notices did not (a) inform residents of their right to appeal, (b) provide ombudsman contact information, or (c) provide the information required for individuals with mental illness or intellectual and developmental disabilities.
- Mountain View could not always support the reason for discharging residents. Before a nursing facility discharges a resident, regardless of whether the resident or the facility initiates the discharge, it must record the reasons for the discharge in the resident's clinical record. The reason for 31 of the 75 discharges tested (41 percent) was not supported. Specifically, 15 facility-initiated discharges and 16 resident-initiated discharges lacked documentation.
- Mountain View asserted that none of the tested facility-initiated discharges were for financial reasons; however, it could not provide documentation made by a physician to show the basis for discharging 10 of the 36 (28 percent) of those residents. When the facility discharges a resident for reasons other than non-payment or facility closure, the facility must maintain documentation prepared by a physician showing the basis for the discharge.

Recommendations

Mountain View should:

- Ensure its discharge process includes providing appeal and advocacy information to residents.
- Maintain documentation for what warranted the determination to discharge in the residents' clinical records.
- When it initiates a discharge for reasons other than non-payment or facility closure, ensure an appropriate physician documents the basis of the discharge.