

CENTRAL CARE POLICY CHANGE IN CONSUMER CONDITION

SUBJECT: CHANGE IN CONSUMER CONDITION
ANNUAL REVIEW MONTH: June
RESPONSIBLE FOR REVIEW: Director of Central Care
LAST REVISION DATE: August 2010

- I. PURPOSE: To improve recognition, response, interventions, and follow-up to changes in the consumer's condition.**
- II. POLICY: Staff will ensure needed care for consumers when there is a change in consumer's condition.**

Reference: GA. Rules and Regulations, Chapter 290-35-.21; Central State Hospital policy No. 4.68.

III. PROCEDURE:

<u>Responsible Person</u>	<u>Responsibility</u>
Staff Development and Training Coordinator	<p>Ensure each staff is CPR, First Aid, and CNA certified as applicable.</p> <p>Provide training on policies and procedures in new employee orientation and ongoing training.</p>
Group Home Staff	<p>Maintain CPR, First Aid, and CNA certifications as applicable.</p> <p>Monitor each consumer throughout residential and community access services for indications of changing or worsening conditions throughout each shift.</p> <p>Document each consumer's physical and mental condition on</p>

each shift in the shift report log and the individual's chart.

If suspects a change in condition, staff will immediately check consumer's vital signs and record findings in their chart.

If consumer is a diabetic, obtain glucometer reading and record findings in their chart.

If the consumer is verbal, ask what is wrong, ask about pain, and document response in their chart, including pain screening.

If change in condition is deemed a (911) emergency, staff will immediately call (911) and implement the Medical Emergency Response Protocol.

If a consumer's condition appears to change or worsen, and is not deemed a (911) emergency, the staff on duty will immediately notify the Team Leader/Designee, following their instructions, and document changes, actions, and responses of the consumer in the progress notes in the consumer's chart.

Staff notifies the Team Leader/ Designated on call staff of directives from the Primary Care Physician or ER, follows instructions, and documents actions in consumer's chart.

Call 911 if any of the following conditions are present:

1. Consumer seems to be having trouble breathing-
Respiratory distress
2. Chest pain is reported.
3. Severe abdominal pain
4. Loss of consciousness or significant decrease in level of consciousness.
5. Abrupt change in mental status with increase in psychiatric symptoms which may include suicidal ideation, aggressive/assaultive behavior, and/or psychotic behavior which indicates consumer is a danger to self or others
6. Frequent/prolonged seizure activity- more than 1 seizure back to back- Or- New onset of seizure activity in a consumer who does not have a history of seizure activity
7. Very high or low glucometer reading- 350 and higher or 60 or below
8. Any acute change/injury suggesting an emergency

Team Leader

The Team Leader or Designee will contact the consumer's Primary Care Physician, and notify him/her of the consumer's symptoms, vital signs and glucometer reading if applicable.

Team Leader/Designee will incorporate this information into the consumer's plan of care.

Team Leader gives staff instructions for consumer care.

Team Leader will disseminate information to all care providers, family members, and representatives as appropriate.

Approved By

Administrator

Date

George Harris, LCSW
Director of Central Care