



Indiana State
Department of Health

LONG TERM CARE NEWSLETTER

ISDH Long Term Care Newsletter
Issue 2020-50
July 10, 2020

Today's Issue:

- **QSO-20-28-NH – Revised 07/09/2020 – Nursing Home Five Star Quality Rating System updates, Nursing Home Staff Count, Frequently Asked Questions, and *Access to Ombudsman***

QSO-20-28-NH – Revised 07/09/2020 – Nursing Home Five Star Quality Rating System updates, Nursing Home Staff Count, Frequently Asked Questions, and *Access to Ombudsman*

The Centers for Medicare and Medicaid Services (CMS) is responsible for ensuring the health and safety of nursing home residents by enforcing the standards required to help each resident attain or maintain their highest level of well-being. QSO-20-28-NH was released on 04/24/2020. This revised QSO-20-28-NH includes information related to ombudsman access. If in-person access is not advisable due to infection control concerns and transmission of COVID-19, facilities must facilitate resident communication (e.g., by phone or through use of other technology) with the ombudsman. Additionally, CMS is ensuring nursing homes and other stakeholders are aware of the implementation of the recent CARES Act which states State Long-Term Care Ombudsman shall have continued direct access to residents of long term care facilities during any portion of the public health emergency related to coronavirus until September 30, 2020.

Complete Information: [QSO-20-28-NH – Revised 07/02/2020 – Nursing Home Five Star Quality Rating System updates, Nursing Home Staff Count, Frequently Asked Questions, and *Access to Ombudsman*](#)

