

**Policy:**

Palmer's Home Care, LLC will follow the DMH Division of DD Death Notification and Mortality Review Process Policy for death notification of any individual in our services. All staff of Palmer's Home Care, LLC are mandated to comply with the mortality process at all stages.

Palmer's Home Care staff are trained in CPR/First Aid and will take all life saving procedures as mandated by the State of Missouri and the Department of Mental Health unless a Do Not Resuscitate order is in place with the appropriate documentation or an alternative to CPR order is in place with appropriate documentation. If such an order is in place, all staff will be trained and will acknowledge being trained on it.

**Comments:**

In the Event of the death of any individual in services with Palmer's Home Care, LLC the following actions are to occur:

- **Immediately**, Palmer's Home Care staff will ensure necessary and reasonable precautions are taken to secure the safety of others with the identification of conditions or practices requiring immediate intervention in order to protect other individuals from problematic events. Actions taken will be documented on the Event Report and/or within the Provider section of the Mortality Report as appropriate.
- PHC Staff will **immediately** begin mandatory notifications, as follows:
  - Manager/Immediate Supervisor
  - Director / Habilitation Center Superintendent or designee
  - Medical Examiner / Coroner (Required for state Habilitation Centers)
  - Law Enforcement as indicated (Required for state Habilitation Centers)

*At any time, this call notification may be escalated to the highest level based on discretion and availability of staff. This is only a guideline.*

The Director of PHC, or designee, will then notify the following **immediately** upon notification of a death:

- Guardian/Family
- Regional Director
- Medical Examiner/Coroner
- Law enforcement, as indicated

PHC Administrative staff will **immediately** ensure that Community Event Report form- DMH-9719B is completed and submitted.

The Mortality Review process will be initiated within 5 business days per DMH Division of DD Death Notification and Mortality Review Process Policy.

Within 5 business days:

Unless an extension is granted and documented, the Provider agency (contracted and habilitation center) shall submit with Section I "Provider Mortality Review", the following documentation:

- 1) Physician Orders and Medication Administration Records from residential setting at time of death or transfer to hospital or other care facility for the current month and 3 previous months
- 2) All staff documentation & progress notes (Nurses, Physicians, direct care and/or staffing / observation/communication notes or logs, etc.) for at least three days prior to the date of death or transfer to hospital or other care facility.

- 3) Most recently completed Community RN Monthly Summary, including at least three (3) Community RN Monthly Summaries, prior to the death event or transfer.
- 4) All health monitoring records being completed for this individual such as vital signs, weights, blood pressure, blood sugar, bowel or urine records, Intake/Output etc. for the current month and 3 previous months prior to death event or transfer to hospital or other care facility.
- 5) All medical and behavioral consultation records for six months prior to death or transfer of care.
- 6) Documentation of all nursing delegation for this individual performed within a month prior to death event or transfer to hospital or other care facility.
- 7) If ordered, a copy of DMH Non-Hospitalization DNR documentation or Alternative to CPR document.
- 8) Hospital, Emergency Room, and/or Emergency Response reports (Paramedic/EMT/Ambulance/First Responder, etc.) occurring within 12 months prior to death event or transfer of care.
- 9) All documents specifically requested by Division of DD.

All staff of Palmer's Home Care, LCC are mandated to comply with the mortality process at all stages.

In the event of an unexpected death of an individual served, Palmer's Home Care will conduct an internal review of services, personnel working with the individual, and policies. The review will include the Community RN, House Manager, Degreed Professional Manager, and management staff (Owner/CEO/COO). All DMH guidelines/regulations and state/federal laws will be adhered to.