



§483.90 Physical Environment



Phase 3 Regulatory Updates

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Welcome, today's presentation is related to phase 3 changes on 483.90 (g) (1)&(2), call system. I am Jim Merrill, one of the technical directors in the Division of Nursing Homes.

§483.90(g)(1)-(2) Resident Call System

§483.90(g) F919 Resident Call System.

The facility must be adequately equipped to allow residents to call for staff assistance through a communication system which relays the call directly to a staff member or to a centralized staff work area from—

- *§483.90(g)(1) Each resident's bedside; and*
- *§483.90(g)(2) Toilet and bathing facilities.*

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The phase 3 requirements added that the communication system relays the call directly to a staff member or to a centralized staff work area from each resident's bedside; and from the toilet and bathing facilities.

This communication system can be a wireless system to call staff members directly.

§483.90(g)(1)-(2) Resident Call System

The system must be accessible to residents:

- While in their bed or
- other sleeping accommodations within the resident's room.

• The system must be accessible at each:

- Toilet, Bath, Shower
 - The system should be accessible to residents lying on the floor

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The call system must be accessible to residents while in their bed or other sleeping accommodations within the resident's room.

In addition, the call system must be accessible to the resident at each toilet, bath or shower and should be accessible to a resident lying on the floor.

Residents and their representatives should be interviewed about whether calls are being answered. For instance, "Do you have access to your call light at all times while in your room, bathroom or shower?"

Probing questions could include: Has the call system been in need of repair recently?

If yes, ask: What did the facility do if the call system was not working? Were any needed repairs made timely?

Does the facility have a process to routinely ensure the call system for residents is operational?

During a loss of power will the resident call system be operational or is an alternate means of communicating with the staff put into place?

Thank You

If you have questions about this training please send them to:

DNH_TriageTeam@cms.hhs.gov



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If you have questions about this training please send them to the DNH Triage mailbox at: DNH_TriageTeam@cms.hhs.gov

Thank you for your continued efforts towards our shared goal in providing quality care to America's nursing home residents