



Infection Control & Residents' Rights: Tool for Long-Term Care Ombudsmen



Infection Control & Residents' Rights

<i>Infection prevention and control should be applied in a manner that promotes a resident's feeling of value and respect and supports biopsychosocial well-being.</i> Residents' rights include:		<i>Possible NORS Complaint Codes*</i>
Choice...	to select any provider and refuse any treatment, care, or service, including those that increase the risk of infection.	D01-Choice in healthcare; D09- Other rights and preferences; F04- Medications; F13- Infection control
Communication...	that is timely on issues that compromise safe and clean living conditions, such as infection spread while respecting a resident's privacy and information.	B01- access to information and records; B02- Language and communication barriers; D04- Privacy; F13- Infection control
Involved...	in a resident's care to achieve the highest level of health, including prevention measures such as medications, diagnostic testing, vaccinations, and IPC precautions.	F04- Medications; F13- Infection control
Informed...	about medical conditions, including a resident's infection status, subsequent treatments, and their side effects and risks in language the resident understands. This includes isolation as a prevention precaution.	B01- access to information and records; B02- Language and communication barriers; F04- Medications; F05- Personal hygiene; F08- Incontinence care
Plan...	with the nursing home to ensure safe and clean conditions, preventing germ spread and infection.	D08- Resident or family council; F13- Infection control; I05- Housekeeping, laundry, and pest abatement
Participate..	in activities that enhance a resident's life, such as receiving visitors and participation on councils, including raising IPC concerns without fear of retaliation.	D07- Visitors; G01- Activities; D06- Retaliation

* Complaint codes provided are not exhaustive and will vary depending on the specific situation and nature of the complaint. Other complaint codes that can be applied to all rights listed include J01- Administrative oversight, for example, if there are problems with a nursing home planning and implementing outbreak response, and J03- Staffing if there are insufficient staff or inadequately trained staff to develop and implement IPC including the infection preventionist. NORS Complaint Codes can be found here: https://ltcombudsman.org/uploads/files/support/NORS_Codes_and_Definitions_2021.pdf

Want to know more? Visit the [ICARE website](https://www.icare.unthsc.edu) or send an email to ICARE@unthsc.edu