TO: Adult and Senior Care Facilities

Original signed by Pamela Dickfoss

FROM: PAMELA DICKFOSS
Deputy Director
Community Care Licensing Division

SUBJECT: UPDATE ON PRIORITY 1 COMPLAINTS TELE-INSPECTION PROCESS

Provider Information Notice (PIN) Summary

PIN 20-09.1-ASC provides updated notice concerning investigations for Priority 1 Complaints. This PIN supplements PIN 20-09-ASC.

Please read this PIN in conjunction with PIN 20-09-ASC regarding tele-inspections and tele-visits. This PIN only addresses the investigation of Priority 1 complaints.

Effective immediately, Priority 1 complaints will be reviewed on a case by case basis to determine if an onsite inspection is necessary or if the investigation can be effectively completed through the use of a tele-inspection. Priority 1 complaint allegations are those that present a serious risk to the health and safety of residents. Each case will be carefully evaluated for the need to go onsite. An example of when an onsite investigation may not be necessary is if all affected individuals are no longer either working or obtaining care in the licensed facility.

Consistent with the Department of Social Service’s (DSS) authority under Governor Newsom’s State of Emergency Proclamation, DSS is announcing this policy following current public health guidance of not creating unnecessary visits to the facility, that will best protect clients/residents, our employees, avoid harm to the higher-needs populations and support providers.

Note: Please refer to PIN 20-09-ASC for the Rapid Assistance and Support Team (RAST) “tele-visits” standards, the tele-inspection process, and a list of video conferencing resources provided in that PIN’s Attachment A.

If you have any questions, please contact your local Regional Office.