



## Department of Health

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Commissioner

KRISTIN M. PROUD  
Acting Executive Deputy Commissioner

January 31, 2022

DAL DACF 22-18  
DAL NH 22-03

Dear Nursing Home or Adult Care Facility Administrator:

In emergency situations, it is imperative that the New York State Department of Health (the Department) is able to communicate directly, whenever necessary, on urgent matters with the specific individuals holding executive positions at healthcare facilities. To that end, the Department reminds facility Administrators of their regulatory responsibility to maintain up to date, business **and after hours contact information** for facility leadership roles in the Health Commerce System (HCS) Communications Directory (the Directory). This letter describes steps to be taken by your facility to help ensure the Department has this capability.

Per regulation,

- 10 NYCRR 400.10: Nursing homes and other Article 28 facilities
- 18 NYCRR 487.12: Adult Care Facilities, including Assisted Living Residences/ Programs
- 18 NYCRR 488.12: Enriched Housing Facilities

the following information is required of providers in maintaining Directory contact information:

“At a minimum, twenty-four-hour, seven day a week contacts for emergency communication and alerts must be designated by each facility in the HPN [Health Commerce System (HCS)] Communications Directory” and “current and complete updates of the Communications Directory reflecting changes that include, but are not limited to, general information and personnel role changes as soon as they occur, and at a minimum, on a monthly basis.”

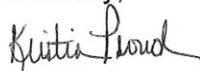
In the attached table, please review the roles and the text describing the single individual who should be assigned to each role. Please assure that your facility’s HCS Coordinator modifies the contact information for these roles in the Directory accordingly, by: **three (3) weeks of the date of this letter 2/14/22.** To reiterate, going forward, **only the one person meeting the Role description** should be assigned to each of the roles listed below; any other individuals, also assigned to the role should be removed.

All phone, email and text contact options must be completely filled out with up-to-date information, for both business hours and after-hours options. After hours contacts must include cell phone numbers. Facility leadership should verify that the information entered for the Directory roles by their HCS Coordinator is correct.

After the **2/14/22** due date, Department staff will review the Directory to assure that role assignments have been made/updated and will contact those facilities that have not completed their updates. Additionally, drills of this contact information will be conducted at six (6) month intervals to ensure the maintenance and accuracy of the information.

We appreciate your cooperation in helping us to improve the effectiveness of critical communications between the Department and the provider community.

Sincerely,

A handwritten signature in black ink that reads "Kristin Proud". The signature is written in a cursive style with a large initial "K".

Kristin Proud  
Acting Executive Deputy Commissioner  
New York State Department of Health

Attachment: New Leadership Communications Roles for Nursing Homes (PFI) and Adult Care Facilities

**Organizational Type – Nursing Home (PFI):**

Role Name	Role Description: Who should be assigned to this Role?	Number of persons who can be assigned to this role
<i>Administrator</i>	This role is intended to be assigned <u>only to the single individual</u> who serves as the Administrator of the nursing home, and who is the licensed individual responsible to Governing Body for all aspects of facility operations.	1
<i>Operator</i>	This role is intended to be assigned <u>only to the single individual</u> who serves as the Administrator/CEO/President of the entity/system/network that owns and/or operates the nursing home (which may differ from the Administrator at the facility level).	1
<i>Medical Director</i>	This role is intended to be assigned <u>only to the single MD</u> who serves in the role of the Medical Director, and who is responsible for oversight of medical services for the nursing home.	1
<i>Director of Nursing</i>	This role is intended to be assigned <u>only to the single RN</u> who is responsible for onsite supervision of nursing staff and clinical services	1

**Organizational Type – Adult Care Facilities (ACF):**

Role Name	Whose contact information should be assigned to this Role?	Number of persons who can be assigned to this role
<i>Administrator</i>	This role is intended to be assigned <u>only to the single individual</u> who serves as the Administrator of the ACF and who is the licensed individual responsible to Governing Body for all aspects of facility operations.	1
<i>Operator</i>	This role is intended to be assigned <u>only to the single individual</u> who holds the controlling interest for assuming responsibility for the overall operation of an adult home or enriched housing program. This individual owns/operates the licensed facility and may differ from the Administrator or Enriched Housing Program Coordinator.	1