



To: Louisiana Nursing Home Administrators
From: Office of the State Long-Term Care Ombudsman
Re: Transfer/Discharge Notice to the Ombudsman Program
Date: April 2026-Effective Immediately

This memorandum is intended to clarify the Transfer/Discharge notification process and to provide instruction on how the Long-Term Care Ombudsman Program should receive notices.

Per [QSO-25-14-NH](#), the terms “resident-initiated” and “facility-initiated” have been removed from the CMS State Operations Manual. Therefore, CMS now requires facilities to send copies of all notices to the Ombudsman Program.

Ombudsman Notification Log

To ensure Ombudsman Program notification, a new “Ombudsman Notification Log” has been created to replace the Emergency Transfer Log. The Ombudsman Notification Log includes Emergency Transfers, Scheduled Transfers, and Scheduled Discharges for Skilled Rehab only.

- **Emergency Transfer:** Resident was transferred on an emergency basis to an acute care facility (e.g. hospital) and return was expected.
- **Scheduled Transfer:** Resident was transferred temporarily for a scheduled procedure and was out of the facility for more than 24 hours.
- **Scheduled Discharge (Skilled Rehab only):** Resident has communicated that they are ready to leave the facility after completing a short-term, skilled rehabilitation program.

The Ombudsman Notification Log should be submitted on a monthly basis to the facility’s Local Ombudsman. The email subject line should read: Facility Name-Ombudsman Log (e.g. Sunny Day Nursing Home-Ombudsman Log). Sending the Ombudsman Notification Log does not replace the requirement of sending a written notice per §483.15(c)(5) to residents and their representatives. The Local Ombudsman may ask for a copy of the full notice at any time.

If a resident is discharged for any other reason, including leaving voluntarily, the facility must adhere to the requirements specified in §483.15(c)(1). The notice must be emailed to the State Ombudsman at StateOmbudsman@la.gov on the same day it is issued to the resident. The email subject line should read: Facility Name-Discharge Notice (e.g. Sunny Day Nursing Home-Discharge Notice).

A new section has been added to the Ombudsman Program Website specifically to store blank Notification Logs. <https://goea.la.gov/services/louisiana-ombudsman-program/nursing-facilities/>

Effective Immediately. Please communicate to all appropriate staff within 30 days.

Thank you for your cooperation. This guidance is subject to change.

Rosa Walton
State Long-Term Care Ombudsman