



Policy: PA.5030
Title: **Wander Risk and Missing Participants**
Department: CalOptima Health PACE
Section: Not Applicable

CEO Approval: /s/ Michael Hunn 05/09/2024

Effective Date: 12/01/2014

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Applicable to: ☐ Medi-Cal
☐ OneCare
☒ PACE
☐ Administrative

I. PURPOSE

This policy outlines procedures to monitor and search for Participants considered “wander risks” and to ensure the safety and wellbeing of such Participants while they are attending the CalOptima Health Program of All-Inclusive Care for the Elderly (PACE) Center.

II. POLICY

- A. The CalOptima Health PACE Interdisciplinary Team (IDT) shall identify Participants with a predisposition to wander or who are at a heightened risk to flee from the CalOptima Health PACE Center without CalOptima Health PACE employee approval or knowledge, as “wander risks”.
- B. For Participants who are deemed “wander risks” by the CalOptima Health PACE IDT, CalOptima Health PACE employee shall ensure:
 - 1. The Participant has a CalOptima Health PACE identification name badge that includes the main phone number of the CalOptima Health PACE Center while at the center,
 - 2. The social worker submits an authorization to obtain a CalOptima Health PACE identification bracelet and that the Participant and/or the authorized Representative are informed.
 - 3. The social worker and home care employee shall confirm that a Participant is wearing the identification bracelet at reassessments and annual assessments.
 - 4. There is a current photo of the Participant in the electronic medical record;
 - 5. The Participant has a monitoring device attached to their person while in the CalOptima Health PACE Center, as described in this Policy;
 - 6. The Participant has a name badge that is a specified color that identifies such Participant as a “wander risk;” and
 - 7. There is ongoing monitoring for the Participant’s presence at the CalOptima Health PACE Center during attendance.

- C. If a Participant appears to be missing, the CalOptima Health PACE Center Manager, or designee, shall initiate the procedures for missing Participants in accordance with this Policy.

III. PROCEDURE

A. Monitoring Participants at Risk for Wandering

1. Participants who are considered at risk for wandering by the IDT, will be placed on the Wander Risk List and a Wander Guard will be placed on the Participants to monitor their whereabouts to support their safety while attending the CalOptima Health PACE program. Employees shall notify the family/caregiver of the risk and process.
2. The Day Center Supervisor shall maintain and update a list of known “wander risk” Participants, as determined by the CalOptima Health PACE IDT.
3. The CalOptima Health PACE Center shall have an electronic monitoring system, known as the Wander Guard, to monitor Participants who wear notification devices. When activated, such device shall sound an alarm when the Participant wanders to a specified threshold exit area in the CalOptima Health PACE Center.
4. The CalOptima Health PACE Receptionist shall cross check the updated list of “wander risk” Participants, the Wander Risk List, with the current photo of the same Participants. If any photos are outdated, the Receptionist shall request and obtain a more recent photo of the Participant, as deemed appropriate.
5. CalOptima Health PACE shall make the Wander Risk List available to appropriate personnel who need to know of those Participants who are at high risk of wandering, including, but not limited to, the CalOptima Health PACE Transportation Department, CalOptima Health PACE receptionist/front desk employee, and CalOptima Health PACE Personal Care attendants.
6. The CalOptima Health PACE Receptionist shall test the center’s monitoring system on a daily basis to ensure it is functioning properly.
7. When a monitoring alarm is activated due to a Participant’s reaching a threshold area, the CalOptima Health PACE employee nearest the Participant shall attempt to intercept and encourage the Participant to walk back to the activity area and away from the exit. If the Participant is not redirectable, the CalOptima Health PACE employee shall attempt to keep the Participant stationary until assistance arrives. If the Participant continues to attempt to leave, the CalOptima Health PACE employee shall make contact with another employee prior to following the Participant through the exit.
8. If a Participant is suspected to be missing, the CalOptima Health PACE employee who has such suspicion shall report the wandering incident to the CalOptima Health PACE Center Manager who shall initiate a search for the Participant in accordance with this Policy.

B. Missing Participants

1. Initial Search Protocol: As soon as CalOptima Health PACE employee suspect that a Participant is missing, the CalOptima Health PACE Center Manager shall:
 - a. Determine the time the Participant was last seen and the areas in which the Participant usually frequents in the CalOptima Health PACE center or surrounding areas;

- b. Assign a CalOptima Health PACE employee who is familiar with the Participant to search the areas;
 - c. Assign a CalOptima Health PACE driver to search the surrounding areas by van or car, starting with frequented areas; and
 - d. Call those areas where the Participant usually frequents, including the Participant's home and family members' homes.
2. Intermediate Search Protocol: If the Participant is not located within five (5) minutes of the suspected wandering, the CalOptima Health PACE Center Manager shall:
- a. Notify and elicit the family's help, if available, in locating the Participant, including asking for a family member to remain at the Participant's home;
 - b. Have designated CalOptima Health PACE employee continue to search the areas under the Initial Search Protocol and report frequently with the Center Manager;
 - c. Consult with area hospital emergency rooms and admitting offices, providing a description of the Participant, and request a call back if Participant appears;
 - d. Consult with hospitals for any admitted John or Jane Does that indicate an unknown patient;
 - e. Notify the CalOptima Health PACE Program Director of the missing Participant;
 - f. Given the frailty of CalOptima Health PACE Participants and population density of the service area, if ten (10) minutes has elapsed since the initial search for the Participant, the CalOptima Health PACE Center Manager, or designee, shall file a 'Missing Person' report with the local police department, and provide the following information:
 - i. Participant is a frail senior;
 - ii. Description of the Participant, providing a copy of the recent photo, if possible;
 - iii. Description of the clothes Participant was last seen wearing;
 - iv. Relevant medical conditions, i.e., heart problems, dementia, diabetes, medication needs; and
 - v. The Participant should have a CalOptima Health PACE name badge with contact information.
 - g. If Participant is found after notifying the police, the CalOptima Health PACE Center Manager, or designee, shall call the police to cancel the report and shall call the Participant's family.
3. Extended Search Protocol: If the Participant is not found by the end of the business day, 4:30 p.m., the CalOptima Health PACE Center Manager shall notify the CalOptima Health PACE on-call provider of the situation. The CalOptima Health PACE on-call provider shall:
- a. Notify the CalOptima Health PACE Program Director after hours if the Participant is found;
 - b. Contact the family if the Participant is found; and

- c. Instruct the police to bring the Participant to a local emergency room, if found.
4. The CalOptima Health PACE Center Manager shall continue the search protocol with the assistance of the police and family members until the missing Participant is located.

C. Training

1. The CalOptima Health PACE Center Manager, or designee, shall train all CalOptima Health PACE Center employees on the “wander risk” monitoring devices and provide this Policy to CalOptima Health PACE employees during the first month of employment.

D. Monitoring

1. The CalOptima Health PACE Quality Improvement Department shall review wandering incident reports on a quarterly basis to detect any trends or patterns. Based on the results of such analysis, the CalOptima Health PACE Quality Improvement Department shall report to the CalOptima Health PACE Quality Improvement Committee and implement appropriate corrective action plans, if necessary.
2. The CalOptima Health PACE Quality Improvement Department shall review the Wander Risk List on a quarterly basis and shall confirm that CalOptima Health PACE received Participant or caregiver consent to wear a notification device; such consent shall be documented in the Participant’s medical record.

IV. ATTACHMENT(S)

Not Applicable

V. REFERENCE(S)

- A. CalOptima Health PACE Program Agreement
- B. Title 42, Code of Federal Regulations (C.F.R.), §§460.62(a)(6) and 460.72

VI. REGULATORY AGENCY APPROVAL(S)

None to Date

VII. BOARD ACTION(S)

None to Date

VIII. REVISION HISTORY

Action	Date	Policy	Policy Title	Program(s)
Effective	12/01/2014	PA.5030	Wander Risk and Missing Participants	PACE
Reviewed	01/01/2015	PA.5030	Wander Risk and Missing Participants	PACE
Revised	05/01/2016	PA.5030	Wander Risk and Missing Participants	PACE
Revised	04/01/2017	PA.5030	Wander Risk and Missing Participants	PACE
Revised	07/01/2018	PA.5030	Wander Risk and Missing Participants	PACE
Revised	04/01/2019	PA.5030	Wander Risk and Missing Participants	PACE
Revised	04/01/2021	PA.5030	Wander Risk and Missing Participants	PACE
Revised	06/01/2022	PA.5030	Wander Risk and Missing Participants	PACE

Action	Date	Policy	Policy Title	Program(s)
Revised	09/01/2023	PA.5030	Wander Risk and Missing Participants	PACE
Revised	05/01/2024	PA.5030	Wander Risk and Missing Participants	PACE

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IX. GLOSSARY

Term	Definition
Interdisciplinary Team (IDT)	<p>A team composed of members qualified to fill, at minimum, the following roles, in accordance with 42 CFR 460.102. One individual may fill two separate roles on the interdisciplinary team where the individual meets applicable state licensure requirements and is qualified to fill the two roles and able to provide appropriate care to meet the needs of Participants:</p> <ol style="list-style-type: none">1. Primary Care Provider; Primary medical care must be furnished to a Participant by any of the following<ol style="list-style-type: none">a. A primary care physician.b. A community-based physician.c. A physician assistant who is licensed in the State and practices within their scope of practice as defined by State laws with regard to oversight, practice authority and prescriptive authority.d. A nurse practitioner who is licensed in the State and practices within their scope of practice as defined by State laws with regard to oversight, practice authority and prescriptive authority.2. Registered Nurse;3. Master's – level Social Worker;4. Physical Therapist;5. Occupational Therapist;6. Recreational Therapist or Activity Coordinator;7. Dietician;8. CalOptima Health PACE Center Manager;9. Home Care Coordinator;10. Personal Care Attendant or their representative; and11. Driver or their representative
PACE Center	The location designated by CalOptima Health PACE at which Participants shall receive PCP services.
Participant	An individual enrolled in the CalOptima Health PACE program.
Representative	A person who is acting on behalf of or assisting a Participant, and may include, but is not limited to, a family member, a friend, a CalOptima Health PACE employee, or a person legally identified in a Power of Attorney for Health Care/Advanced Directive, Conservator, Guardian, etc.