



The National Long-Term Care Ombudsman Resource Center

Hand in Hand: A Training Series for Nursing Homes

Tips for Ombudsmen

Long-term care ombudsmen can benefit from *Hand in Hand*, a new resource on caring for individuals with dementia and preventing abuse. This tip sheet provides information about this resource and ideas for ombudsman use.

Hand in Hand: A Training Series for Nursing Homes¹

Requirement: Section 6121 of the Affordable Care Act of 2010 requires the Centers for Medicaid & Medicare Services (CMS) to ensure that nurse aides receive regular training on caring for residents with dementia and on preventing abuse. CMS, supported by a team of training developers and subject matter experts, created the Hand in Hand training to address the need for nurse aides' annual in-service training on these important topics.

Mission: The mission of the Hand in Hand training is to provide nursing homes with a high-quality training program that emphasizes person-centered care in the care of persons with dementia and the prevention of abuse.

Knowing the person and person-centered approaches to care are themes.

Course Content: The Hand in Hand training materials consist of an orientation guide and six one-hour video-based modules, each of which has a DVD and an accompanying instructor guide. Though Hand in Hand is targeted to nurse aides, it may be valuable to all nursing home caregivers, administrative staff and surveyors. The content modules are:

- An Introduction for Facilitators and Administrators
- Module 1: Understanding the World of Dementia: The Person and the Disease
- Module 2: What is Abuse?
- Module 3: Being with a Person with Dementia: Listening and Speaking
- Module 4: Being with a Person with Dementia: Actions and Reactions
- Module 5: Preventing Abuse
- Module 6: Being with a Person with Dementia: Making a Difference

Distribution: The Hand in Hand training was mailed to all nursing homes, Regional Offices [CMS], State Survey Agencies, and State LTCO Programs December 2012 through January 2013.

¹ This section of content is adapted from CMS S&C: 12-44-NH, revised 09-27-2012, included as an attachment.

Tips for Ombudsman Use

A few ideas for ombudsman use of the training series are discussed. This tip sheet is not a comprehensive compendium of ideas. It is intended to be a springboard for your program. Please share the ways that you use this series with NORC.

Accessing the Hand in Hand Training Series: The training series may be requested via the CMS website www.cms.gov. Local ombudsmen may contact their state ombudsman for the series.

The six modules have value when used as stand-alone units although working through them in sequential order builds a solid knowledge base.

Training

For Ombudsmen: The content may be useful in teaching or refreshing ombudsman knowledge related to dementia and the perceptions of individuals with dementia, communication techniques, person-centered care, good practices, and preventing abuse.

- **Self-study:** The modules could be used as an individual activity. Learning may be enhanced by asking each person to respond to a few key questions after viewing each module. Their responses may be reviewed and discussed with a supervising ombudsman or in a group via conference call or during an in-person meeting. Suggested questions are:
 - What did you see during the video?
 - How did the resident respond?
 - What techniques were most beneficial in helping the resident?
 - How can you use these techniques in your work? Provide specific examples.
 - What are your key “take away” points?
- **Group Setting:** Use the modules and the training guide with ombudsmen. Adapt the questions and exercises to be applicable to ombudsman work and roles. Questions and exercises that may be useful for ombudsmen include the following.
 - Share an example of someone you’ve visited or worked with who had similar reactions [to the example on the video]. How did the facility respond? What was the result? How could you use the information presented to assist the resident and/or the facility in the future? How will this information affect the way in which you interact with residents?
 - Choose or develop a typical situation encountered by ombudsmen that illustrates the points on the video. Discuss constructive ways for ombudsmen to apply the content to future interactions with residents and facilities, including resolving the issue(s) presented in the situation.
 - Discuss ways in which ombudsmen can use the content to advocate for changing staff-resident and/or family-resident interactions.
 - Ask how ombudsmen can integrate the person-centered approaches on the video into their daily interactions, including language and problem-solving approaches.

- Improve ombudsman training techniques: Use the initial DVD, An Introduction for Facilitators and Administrators, with ombudsmen who conduct training for ombudsman staff and volunteers and others. This DVD serves as an introduction to a variety of teaching techniques for adult learners. The techniques used in the training guide are demonstrated and may be used to discuss effective ways to teach ombudsmen this content as well as other topics. Discuss how to include more interactive techniques in ongoing ombudsman training.

For Consumers: Use some of the videos, or clips from them, in presentations for family members or others, including others in the aging services. The videos may be used to increase understanding of individuals with dementia, improve communication and meeting the needs of individuals, and understanding good care approaches. The ones on abuse may be used in abuse prevention sessions.

For Facilities: Although facilities are required to provide training for nurse aides on the topics covered in Hand in Hand, ombudsmen may choose clips from the videos to include in in-service training for facility staff. The video and training guide content is applicable to various topics such as residents' rights, person-centered care, and abuse.

Advocacy

- Ask facilities how they are using the Hand in Hand series. Encourage them to use the modules if they have not begun implementing the training. Be prepared to suggest a few potential ways that using the modules may benefit staff and residents.
- Encourage facilities to use the modules with all staff if they are using them only for nurse aides. Explain some of the potential benefits of introducing all staff to the content.
- Use some of the person-centered care approaches and information about the experience of an individual with dementia in investigating and resolving complaints.
- Ask provider associations, culture change coalitions, and others to promote the use of this training series if they have not done that recently. If necessary provide examples of how the series can be helpful to all staff.



DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-16

Baltimore, Maryland 21244-1850

Center for Clinical Standards and Quality/Survey & Certification Group

Ref: S&C: 12-44-NH

Revised 09-27-2012

DATE: September 14, 2012

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: “Hand in Hand: A Training Series for Nursing Homes,” on Person-Centered Care of Persons with Dementia and Prevention of Abuse

*****Revised to reflect new delivery date*****

Memorandum Summary

- **The Affordable Care Act:** Section 6121 requires the Centers for Medicare & Medicaid Services (CMS) to ensure that nurse aides receive regular training on how to care for residents with dementia and on preventing abuse. CMS created this training program to address the requirement for annual nurse aide training on these important topics.
- **Course Content:** The Hand in Hand training materials consist of an orientation guide and six one-hour video-based modules, each of which has a DVD and an accompanying instructor guide. Though Hand in Hand is targeted to nurse aides, it may be valuable to all nursing home caregivers, administrative staff and surveyors.

Background

Section 6121 of the Affordable Care Act requires CMS to ensure that nurse aides receive regular training on how to care for residents with dementia and on preventing abuse. CMS, supported by a team of training developers and subject matter experts, created this training program to address the requirement for annual nurse aide training on these important topics.

Person-centered care is an approach to care that focuses on residents as individuals and supports caregivers working most closely with them. It involves a continual process of listening, testing new approaches, and changing routines and organizational approaches in an effort to individualize and de-institutionalize the care environment. Person-centered care is the central theme of the Hand in Hand training.

Implementation

The Hand in Hand training materials consist of an orientation guide and six one-hour video-based modules, each of which has a DVD and an accompanying instructor guide.

Though Hand in Hand is targeted to nurse aides, it may be valuable to all nursing home caregivers, administrative staff and surveyors. However, this is not a mandatory training for Federal and State surveyors. In order for this training to be *most* effective, it is important to use a team training approach. Training principles in this DVD series include:

- Consistent Staffing
- Empowering Nurse Aides
- Promoting Team Involvement
- Building Relationships

While annual training for nurse aides on dementia care and abuse prevention is required in current nursing home regulations, we do not require nursing homes to use Hand in Hand specifically as a training tool. Other tools and resources are also available.

The Hand in Hand training series will be mailed free to all nursing homes, Regional Offices (RO) and State Survey Agencies **no later than December 2012**.

Effective Date: Immediately. The State Agency should disseminate this information within 30 days of the date of this memorandum.

Training: This letter should be shared with all nursing home survey, certification, and enforcement staff, their managers, and State/RO training coordinators for informational purposes.

For information, to download the training modules or inquire about replacement copies of the Hand in Hand Toolkit please visit <http://www.cms-handinhandtoolkit.info/Index.aspx>

If you have questions or comments regarding these materials, please contact
cms_training_support@icpsystems.com

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management