

## HAND IN HAND: A TRAINING SERIES FOR NURSING HOMES TIPS FOR OMBUDSMAN PROGRAM TRAINING AND ADVOCACY

Long-Term Care Ombudsman programs can benefit from Hand in Hand, a resource on caring for individuals with dementia and preventing abuse. This tip sheet provides information about this resource and ideas for Ombudsman program use.

### HAND IN HAND: A TRAINING SERIES FOR NURSING HOMES<sup>1</sup>

**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. To meet this requirement 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. The CMS Survey and Certification memo (12-44-NH revised 09-27-2012) is available [here](#).

**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.

**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 video 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 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

<sup>1</sup>This section of content is adapted from CMS S&C: 12-44-NH, revised 09-27-2012, <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/Survey-and-Cert-Letter-12-44.pdf>.

## TIPS FOR OMBUDSMAN PROGRAM USE

A few ideas for Ombudsman program use of the training series are discussed below. This tip sheet is not a comprehensive compendium of ideas. It is intended to be a springboard for your program. Share how you use this series with NORC by emailing [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org).

**Accessing the Hand in Hand Training Series:** The training is available in two formats, downloadable videos and materials for instructor-led training and a self-paced online course. According to CMS, the self-paced online training course may take up to 24 hours to complete. Hard-copies of the DVDs and materials are no longer available.<sup>2</sup> The downloadable materials and course are on the CMS Survey and Certification Group Integrated Surveyor Training [website](#).

**Downloadable Videos and Materials:** [https://surveyortraining.cms.hhs.gov/pubs/ClassInformation.aspx?cid=0CMSHandinHand\\_DL](https://surveyortraining.cms.hhs.gov/pubs/ClassInformation.aspx?cid=0CMSHandinHand_DL)

**Self-Paced Online Course:**

[https://surveyortraining.cms.hhs.gov/pubs/ClassInformation.aspx?cid=0CMSHIH\\_ONL](https://surveyortraining.cms.hhs.gov/pubs/ClassInformation.aspx?cid=0CMSHIH_ONL)

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 Ombudsman Programs:** The content may be useful in teaching or refreshing 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 individually with their supervisor, in a group via conference call/webinar, 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 and adapt the questions and exercises to be applicable to Ombudsman program work and roles. Questions and exercises that may be useful in Ombudsman program training 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

<sup>2</sup> The original version of the Hand in Hand training was mailed to all nursing homes, Regional CMS Offices, State Survey Agencies, and State Ombudsman Programs December 2012 through January 2013.

- 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 an Ombudsman program that illustrates the points on the video. Discuss constructive ways to apply the content to future interactions with residents and facilities, including resolving the issue(s) presented in the situation.
  - Discuss ways in which Ombudsman programs can use the content to advocate for changing staff-resident and/or family-resident interactions.
  - Ask how Ombudsman programs can integrate the person-centered approaches on the video into their daily interactions, including language and problem-solving approaches.
- **Improve Ombudsman program training techniques:** Use the initial video, “An Introduction for Facilitators and Administrators”, with individuals who conduct training for Ombudsman program staff and volunteers and others. This video 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 this content as well as other topics. Discuss how to include more interactive techniques in ongoing Ombudsman program 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, Ombudsman programs 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.