Resources for Supporting Nursing Facility Residents with Mental and/or Behavioral Health Needs

Center of Excellence for Behavioral Health in Nursing Facilities

November 28, 2023
Welcome

- This webinar is being recorded.
- Use the **Q&A feature** for questions for the speakers.
- Use the **chat feature** to submit comments or respond to questions from speakers or other attendees.
- Please complete the **evaluation** questionnaire when the webinar is over.
- Links to **resources** will be posted in the chat box and will be posted to the Consumer Voice website – [theconsumervoice.org](http://theconsumervoice.org).
Speakers

- Linda Kluge, Senior Executive Director, Quality & Strategic Alliances
- Jacob Berelowitz, Program Manager, Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF)
Behavioral Health IN LTCF & COE-NF Overview
November 28, 2023
What Is Mental Health and Why Is It Important?

• Mental health involves a person’s psychological, emotional and social well-being. It shapes the way we think, feel, behave and socialize with others.

• It also determines how we handle stress, relate to others and make choices.

• Just like our physical health, mental health is important to all people and all age groups.
Mental Health vs. Mental Illness

Mental Health involves effective functioning in daily activities resulting in:

- Productive activities (such as in living communities, work, or caregiving)
- Healthy relationships
- Ability to adapt to change and cope with adversity

Mental Illness refers to all diagnosable mental disorders and health conditions involving:

- Significant changes in thinking, emotion, and/or behavior
- Distress and/or problems functioning in social, work, or family activities
Common Mental Health Disorders in America

Source:
https://www.youtube.com/watch?v=7qir8-ncv8A
https://www.atoncenter.com/codeine-drugs/
https://theskillcollective.com/worry-or-gad
https://pulsetms.com/depression-and-genetics/
https://mind.help/topic/schizophrenia/
According to a study published by the National Institutes of Health (NIH), between 65% and 90% of nursing home residents have a mental disorder, ranging from common mental health problems such as anxiety and depression to serious mental illnesses like schizophrenia and bipolar disorder.

https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2981653/
Most Common Mental Health Disorders in Nursing Homes

Depression, Anxiety

Bipolar, Schizophrenia

Source:
https://www.health.com/condition/schizophrenia-overview
https://www.healthcareradius.in/clinical/28523-busting-myths-and-understanding-bipolar-disorder

https://www.mindworkscounselling.com/control-your-anxiety
https://health.usnews.com/health-care/patient-advice/slideshows/top-medications-for-depression
# Major Depressive Disorder Symptoms

Symptoms of MDD staff may observe in a resident are as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mood</td>
<td>Depressed, sad, or irritable, loss of interest, and pleasure in daily activities.</td>
</tr>
<tr>
<td>Physical</td>
<td>Visibly slowed down or agitated, extreme fatigue, and lack of energy.</td>
</tr>
<tr>
<td>Behavioral</td>
<td>Withdrawal and isolation, no desire to talk, interact, socialize, decreased motivation.</td>
</tr>
<tr>
<td>Thinking</td>
<td>Feelings of worthlessness or excessive guilt, inability to think, remember or concentrate.</td>
</tr>
<tr>
<td>Senses</td>
<td>Hypersensitive to noise, light, and stress.</td>
</tr>
</tbody>
</table>
Bipolar Disorder Symptoms

Signs of a manic episode may include:
- Feeling euphoric, intensely excited, or happy
- Having more energy than usual
- Insomnia
- Speaking fast about several things at once
- Having jumbled thoughts
- Doing uncharacteristic/risky things

Signs of a depressive episode may include:
- Feeling hopeless
- Having little energy
- Sleeping too much or too little
- Eating too much or too little
- Thoughts of death and/or suicide
Schizophrenia Symptoms

**Delusions:**
false beliefs that are not based in reality

**Hallucinations:**
seeing or hearing things that don’t exist

**Extremely disorganized or abnormal physical behavior:**
resistance to instructions, inappropriate or bizarre posture, a complete lack of response, childlike silliness, unpredictable agitation, or useless and excessive movement

**Disorganized thinking and speech:**
impaired communication, such as answers that may be partially or completely unrelated to questions or a conversation

**Negative symptoms:**
reduced or lack of ability to function normally, such as not paying attention to personal hygiene

**Suicidal thoughts and behavior**
are common among people with schizophrenia.
Factors That Impact the Mental Health of Nursing Home Residents

- Being disconnected from family or community
- Chronic pain
- Decline in mental capacity
- Grieving the loss of loved ones
- Lack of independence
- Lack of physical activity, functioning or mobility
- Social isolation
- Depression
Treatment

Treatment depends on the type of mental illness and severity and may include:

- Individual Therapy
- Group Therapy
- Medications
- Psychosocial Interventions
- Peer Support
- Recovery Support Groups
Key Components To Improve Mental Health Services

• Create a training program to ensure staff at all levels of care understand mental illness.

• Conduct a comprehensive assessment of each resident’s mental health needs.

• Provide person-centered care to address each resident's specific mental health needs.

• Allow nursing home residents to maintain as much independence as possible.

• Ensure residents receive appropriate mental health services based on their assessment.

*See F949, F742, F740 in the CMS State Operations Manual
COE-NF Overview
Center of Excellence for Behavioral Health In Nursing Facilities

- Cooperative agreement between two federal agencies:
  - Substance Abuse and Mental Health Services Administration (SAMHSA)
  - Centers for Medicare and Medicaid Services (CMS)
- Awarded to Alliant Health Solutions
- Three-year grant: Started September 30, 2022
SAMHSA Centers of Excellence Model:
Provide training and technical assistance on behavioral health needs of special populations.

Examples of other SAMSHA Centers of Excellence:
• E4 Center of Excellence for Behavioral Health Disparities in Aging
• African American Behavioral Health Center of Excellence
• Center of Excellence for Infant and Early Childhood Mental Health Consultation
• LGBTQ+ Behavioral Health Equity Center of Excellence
Purpose: The COE-NF serves as a centralized hub for expanding capacity in CMS certified nursing facilities to care for residents with a variety of behavioral health conditions. Training, technical assistance, and workforce development are provided to staff in nursing facilities.

Behavioral health areas of focus:
- Serious Mental Illness (SMI)
- Substance Use Disorders (SUD)
- Co-Occurring Disorders (COD)
- Updated CMS nursing facility guidance (behavioral health, resident rights, quality of care)
COE-NF National Staffing Model

Regional Behavioral Specialists Model
- Experienced behavioral health professionals
- 10 COE-NF Behavioral Specialists
  - Alliant Health Solutions support regions 1, 2, 3, 4, 5, 6
- Each specialist is dedicated to an HHS region
- They live and work in the region they serve

Comagine Health
- Partner
- Cohort Learning
- Supporting regions 7, 8, 9, 10

Additional Support
- Recovery specialist
- Training and education lead
- Resource lead
- Technical Expert Panel
- Subject matter experts on a variety of behavioral health topics
COE-NF Services Audience

• COE-NF offers training and resources for all nursing facility staff
  o Administrators, directors of nursing, social workers, activities, nurses, nurse aides, medical directors, rehabilitation, environmental services, and dietary team members

• All staff benefit from knowledge and skills regarding resident’s behavioral needs, and CMS guidance on behavioral health education.
Foundational Trainings

- Behavioral health trainings identified needs assessment (literature review/interviews)
- Frequently offered and available on a monthly rotation
- Multiple facilities participate in same training session
- Trainings are inclusive of, but not limited to:
  - De-Escalation Strategies (Certificate program)
  - Mental Health First Aid (Certificate program)
  - Question, Persuade, Refer (Certificate program)
  - Mental Health 101
  - Substance Use 101
  - Trauma-Informed Care
Services Available to Nursing Facilities

Customized Technical Assistance

- Facility level behavioral health individualized technical assistance
- Provided by behavioral specialists based out of the region they cover
- Customized training opportunities to match facility’s needs
Cohort Learning Initiative: Behavioral Health Action Network

• Join a group of facilities to learn together and from each other

• Monthly series of learning opportunities

• Each session has educational component and group sharing/learning component

• Started September 2023 with five monthly sessions for regions across the US
Online Resource Hub

- All resources on SMI/SUD/COD topics with a specialized focus on nursing facility considerations
- On-demand learning modules – utilize when most convenient for staff
- Bite-sized learnings
- Fact sheets and educational flyers
Eligibility

• COE-NF is funded to serve CMS Certified nursing facilities

• Facilities should be listed on the CMS Care Compare site as a **nursing facility** or **skilled nursing facility**

• Nursing facilities that are **not** CMS-certified assisted living facilities are **not** eligible for services

• Ineligible facilities can still access the COE-NF free online resource hub, however those facilities are not eligible for technical assistance or trainings.
When to Request Help from the COE-NF

Request assistance with:
• Gaps identified in staff knowledge or skills in meeting behavioral health needs of residents
• Difficulty meeting a particular resident's behavioral health needs
• Where to start and how to prioritize training and skills development for staff around behavioral health needs of residents

Inquiries We Refer:
• Assistance in non-behavioral health areas
• Requests or concerns from residents or care partners
• Requests from providers that are not CMS certified nursing facilities
• Emergencies - call 911
How to Submit a Request

Dedicated Website

• Online form where nursing facilities can submit consultation requests
• Include CCN number and full facility name
• Online requests are responded to within **48 hours**
• https://nursinghomebehavioralhealth.org/request-assistance

COE-NF Voicemail Box: (844) 314-1433

• Messages will be responded to within **two (2) business days**
Engagement Strategies

Monthly Newsletter
• Shares behavioral health resources
• Provides nursing facility behavioral health regulatory updates
• Announces upcoming training opportunities

Social Media Profiles
• LinkedIn: www.linkedin.com/company/nursinghomebh/
• Twitter: twitter.com/NursingHomeBH
• Facebook: www.facebook.com/NursingHomeBH
• YouTube: www.youtube.com/channel/UCgnRi9EFB9rXApnIuwS09sw

Text Messaging Platform
• Enables nursing facility staff to receive COE-NF updates on their smartphone

Scan QR code to sign up for the COE newsletter.
How Can Ombudsman Utilize the COE-NF

- Ombudsman are often called by facilities for guidance on managing situations that arise from resident’s behavioral health needs
  - If an ombudsman feels that expert support is needed, they can refer the facility to the COE-NF

- COE-NF role is to directly support facilities, however many facilities don’t know about our services

- Ombudsman can connect facilities with COE-NF:
  - Share COE-NF website and resources with facilities
  - Share COE-NF flyers with facility staff
Thank You!
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Poll
Resources
Key Resources

- LTCOP Reference Guide: Working With Individuals With Mental Health Conditions
- Flyer: Free Resource for Behavioral Health in Nursing Facilities
LTCOP Tips!

- Encourage your program representatives (staff and volunteer) to sign up for their newsletter.

- Ask your program representatives to attend COE-NF webinars and discuss how to apply what they learned in their work for continuing education credits.

- Visit the COE-NF website and print off resources to share with providers (e.g., Addressing Alcohol Use in Nursing Facilities, Understanding Bipolar Disorder, Trauma Informed Care).

- Print and share this flyer with facility staff during visits.

Connect with us!

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