



The National  
**CONSUMER VOICE**  
for Quality Long-Term Care

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The National **Long-Term Care**  
**Ombudsman** Resource Center

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

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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](https://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



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IN NURSING FACILITIES

# 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

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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



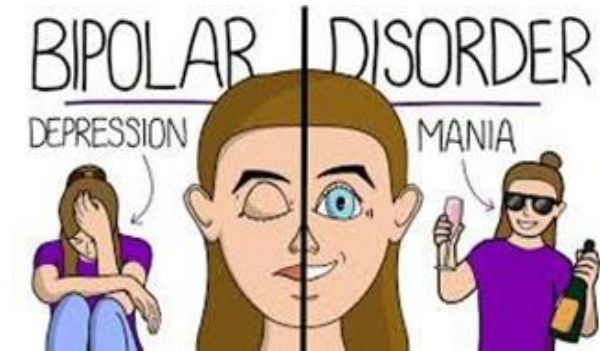
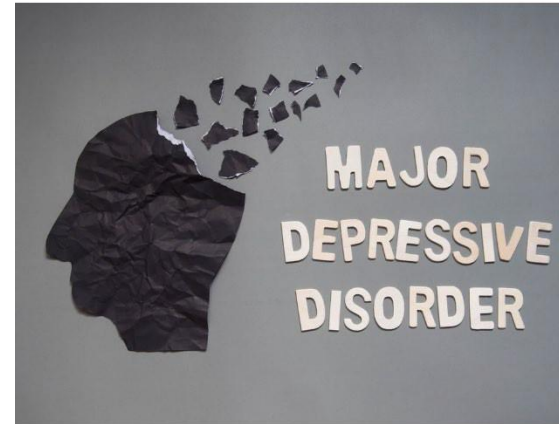
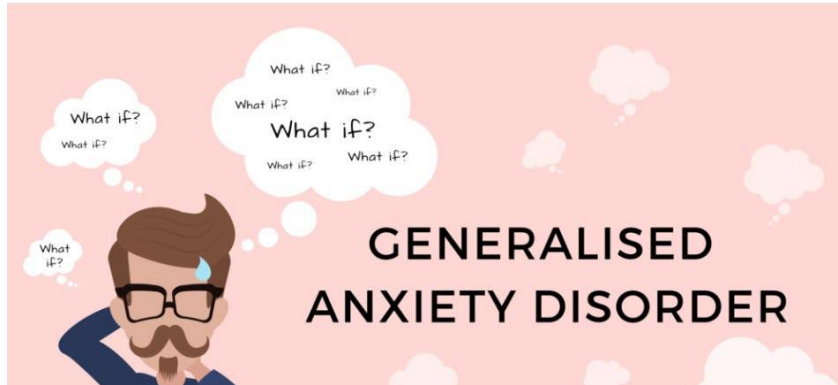
Mental Illness refers to all diagnosable mental disorders and health conditions involving:

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-ncvBA>

<https://www.atoncenter.com/codeine-drugs/>

<https://theskillcollective.com/worry-or-gad>

<https://pulsetms.com/depression-and-genetics/>

<https://mind.help/topic/schizophrenia/>

# Prevalence of Mental Health Disorders in Nursing Homes

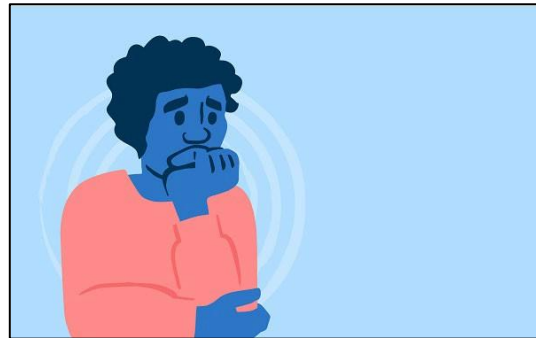
According to a study published by the National Institutes of Health (NIH), between 65% and 90% of nursing home residents have a mental disorder, ranging from common mental health problems such as anxiety and depression to serious mental illnesses like schizophrenia and bipolar disorder.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2981653/>



# Most Common Mental Health Disorders in Nursing Homes

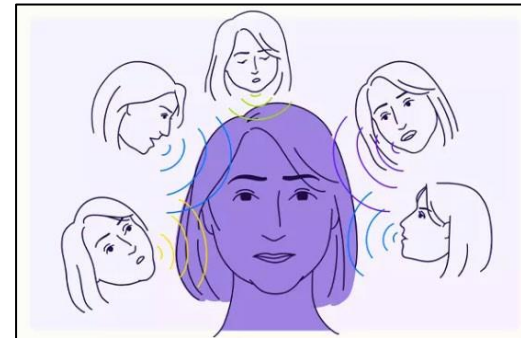
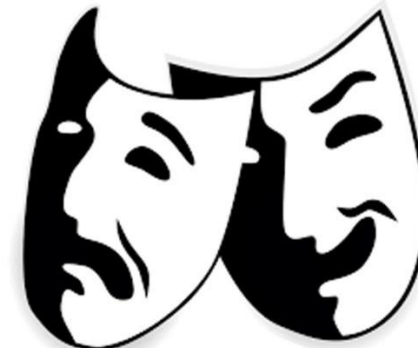
## Depression, Anxiety



Source:

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

## Bipolar, Schizophrenia



<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:



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

# 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:**

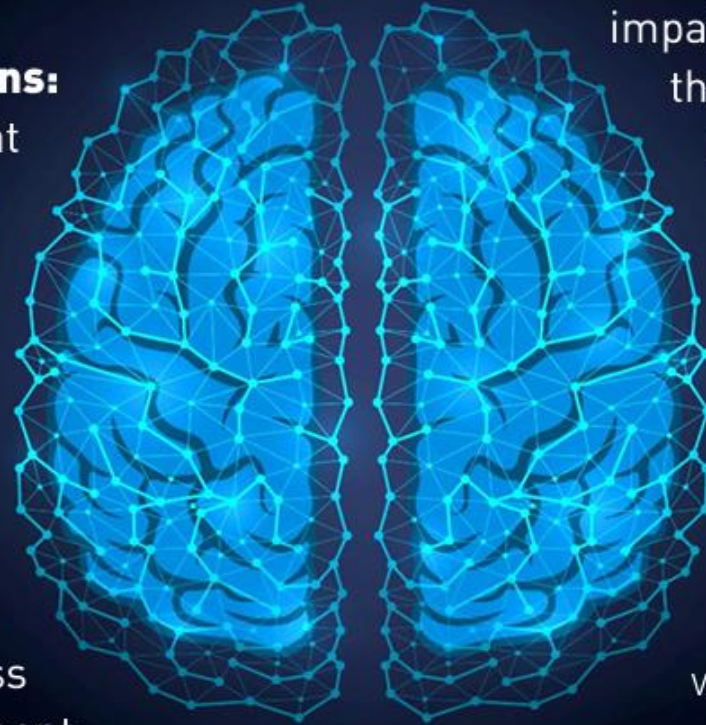
false beliefs that are not based in reality

## **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



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IN NURSING FACILITIES



# 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 Center of Excellence Model

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## **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

# COE-NF Purpose

**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

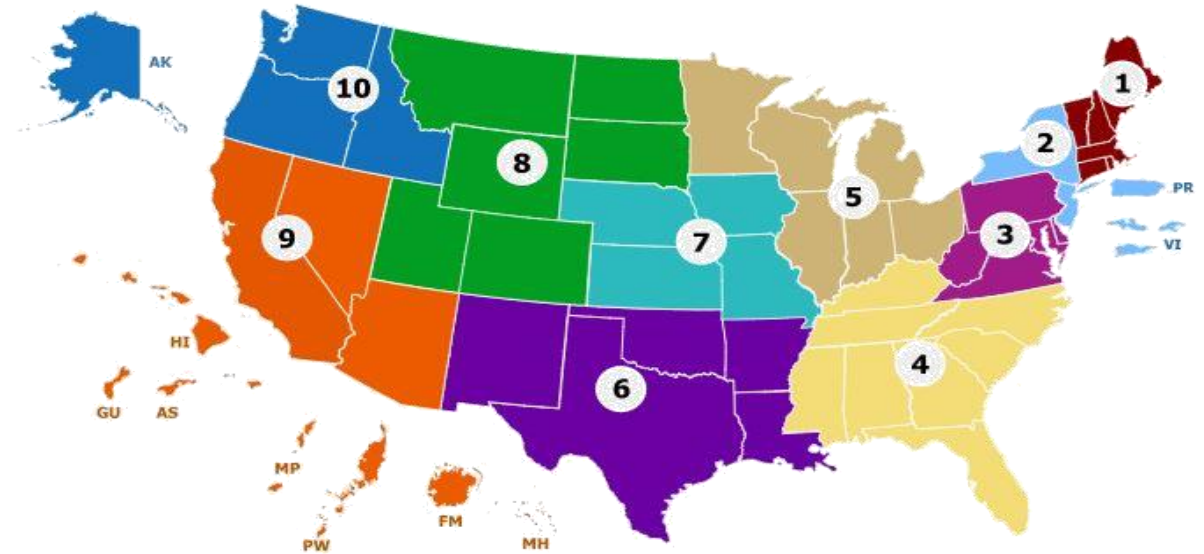
- Experienced behavioral health professionals
- 10 COE-NF Behavioral Specialists
  - Alliant Health Solutions support regions 1,2,3,4,5,6
- Each specialist is dedicated to an HHS region
- They live and work in the region they serve

## 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
  - 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.

# Services Available to Nursing Facilities

## 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

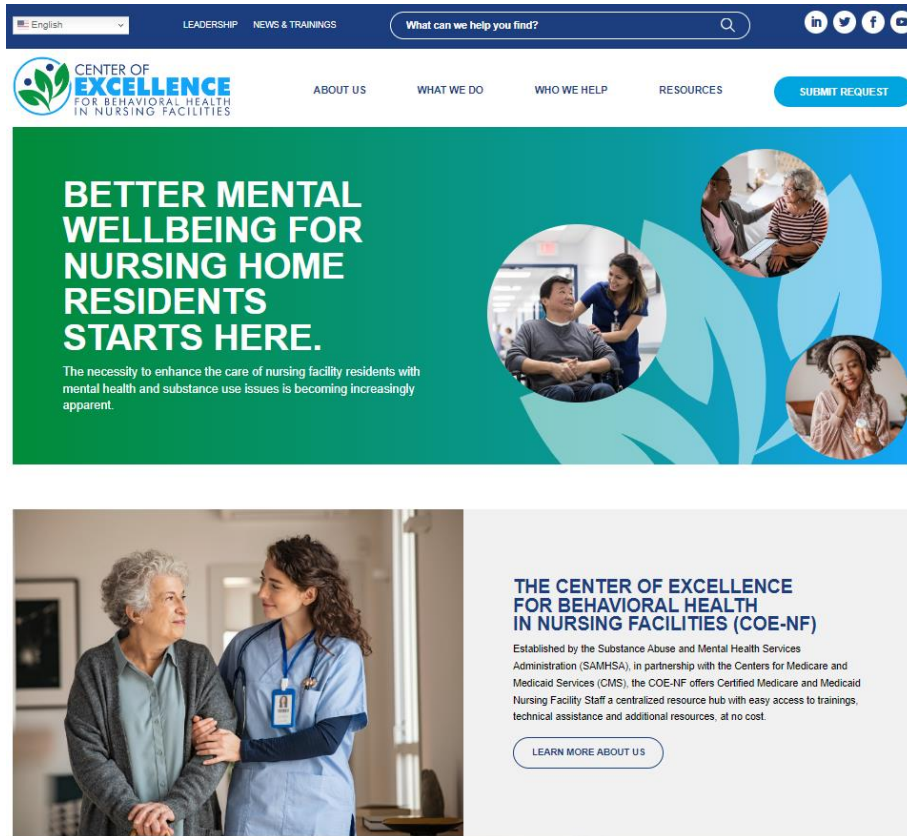
# Cohort Learning Initiative: Behavioral Health Action Network

- 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



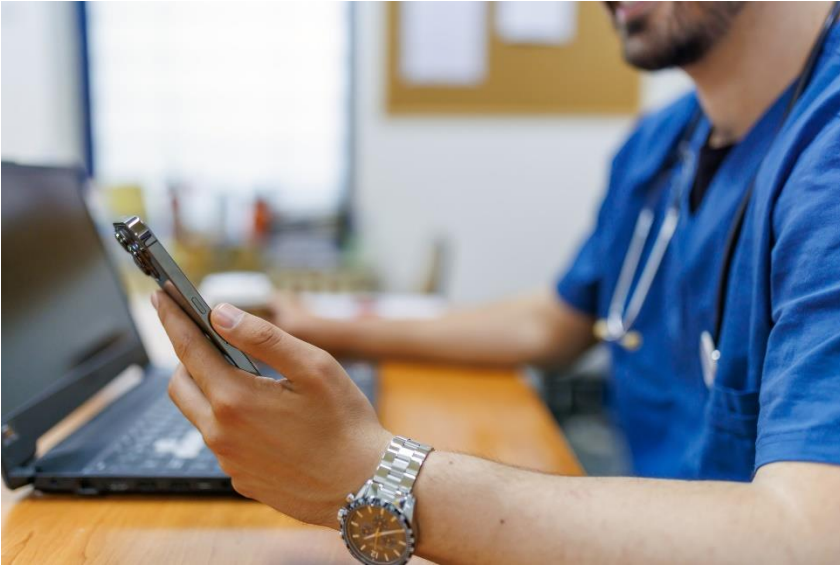
- All resources on SMI/SUD/COD topics with a specialized focus on nursing facility considerations
- On-demand learning modules – utilize when most convenient for staff
- Bite-sized learnings
- Fact sheets and educational flyers

# 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

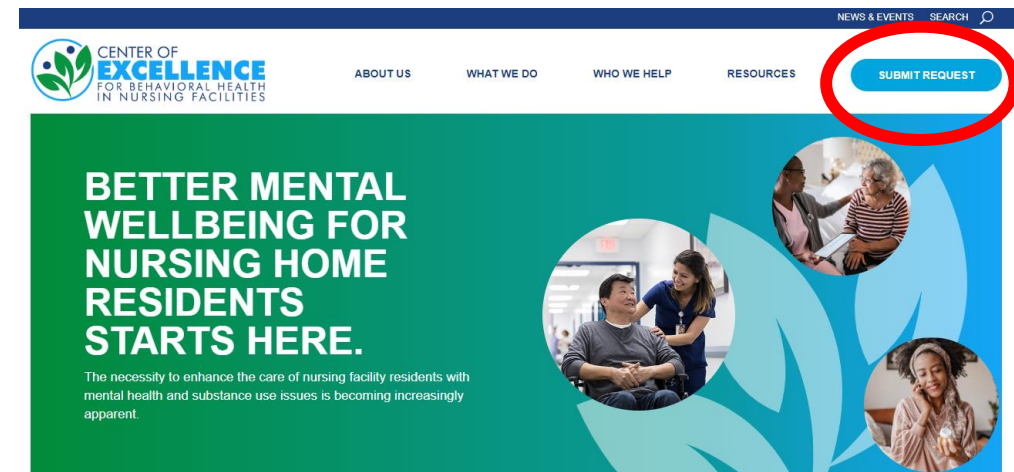
## Dedicated Website

- 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**

**\*\*CLICK HERE\*\***





# 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/](http://www.linkedin.com/company/nursinghomebh/)
- Twitter: [twitter.com/NursingHomeBH](https://twitter.com/NursingHomeBH)
- Facebook: [www.facebook.com/NursingHomeBH](https://www.facebook.com/NursingHomeBH)
- YouTube: [www.youtube.com/channel/UCgnRi9EFB9rXApnIUwS09sw](https://www.youtube.com/channel/UCgnRi9EFB9rXApnIUwS09sw)

## Text Messaging Platform

- Enables nursing facility staff to receive COE-NF updates on their smartphone

**SCAN ME**



**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!



# Contact Information

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[Linda.Kluge@AlliantHealth.org](mailto:Linda.Kluge@AlliantHealth.org)







# 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.

<https://ltcombudsman.org/uploads/files/support/coe-bh-nh-resource-flyer.pdf>



## Free Resource for Behavioral Health in Nursing Facilities!

The Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF) was established in September 2022 by the Substance Abuse and Mental Health Services Administration (SAMHSA) in collaboration with the Centers for Medicare and Medicaid Services (CMS).

It provides mental health and substance use training, customized technical assistance and resources to certified Medicare and Medicaid nursing facility staff who care for residents with a variety of behavioral health conditions at absolutely no cost.



Interested in learning more about the Center of Excellence for Behavioral Health? Visit our website and Online Resource Hub at [www.NursingHomeBehavioralHealth.org](http://www.NursingHomeBehavioralHealth.org) or scan the QR code.



Want to request assistance for Mental Health and Substance Use training? Submit an online request by scanning the QR code or call our National Call Center at 844-314-1433



Want to hear about our ongoing behavioral health trainings and resources? Sign up for our newsletter by scanning the QR code.



# Connect with us!



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- 🐦 @ConsumerVoices



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