



# Arkansas Department of Human Services

## Division of Medical Services

Office of Long Term Care Mail Slot S409

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### MEMORANDUM

LTC-A-2012-09

**TO:**  Nursing Facilities;  ICFs/MR 16 Bed & Over;  HDCs;  
 ICFs/MR Under 16 Beds;  ALF Level I;  ALF Level II;  
 RCFs;  Adult Day Cares;  Adult Day Health Cares;  
 Post-Acute Head Injury Facilities;  Interested Parties;  
 DHS County Offices

**FROM:** Carol Shockley, Director, Office of Long Term Care

**DATE:** September 18, 2012

**RE:** Advisory Memo - Hand-in-Hand Training Materials from CMS

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On September 14, 2012, the Centers for Medicare and Medicaid Services (CMS) issued Survey and Certification Letter S&C: 12-44-NH, announcing the availability for nursing facilities of training material entitled "Hand in Hand: A Training Series for Nursing Homes." The material focuses on person-centered care of persons with dementia and for prevention of abuse. The training materials are free to nursing facilities.

For more information about the training and how to obtain the training materials, please see the attached S&C: 12-44-NH.

If you need this material in alternative format such as large print, please contact our Americans with Disabilities Act Coordinator at 501-682-8307 (voice) or 501-682-6789 (TDD).

CS/bcs



**Center for Clinical Standards and Quality/Survey & Certification Group**

**Ref: S&C: 12-44-NH**

**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

**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.

Page 2 - State Survey Agency Directors

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 in September 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](mailto:cms_training_support@icpsystems.com)

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management