



Arkansas Department of Human Services

Division of Medical Services

Office of Long Term Care Mail Slot S409

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MEMORANDUM

LTC-A-2011-13

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: August 15, 2011

RE: Advisory Memo - Mandate of Section 6121 of the Affordable Care Act for Nurse Aide Training in Nursing Homes

On August 12, 2011, the Centers for Medicare and Medicaid Services (CMS) issued S&C: 11-35-NH regarding in-service training of nurse aides in nursing homes. In summary, CMS noted that:

1. Section 6121 of the Affordable Care Act mandates enhanced nurse aide in-service training that includes training for nurse aides working in nursing homes on abuse prevention and care of persons with dementia; and,
2. CMS has revised the Interpretive Guidelines for the Inservice Training Tag (F497), and is developing a regulation to mandate these topics and training materials that nursing homes may use to train staff.

Facilities are urged to review the attached memo and related material.

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 Medicaid, CHIP, and Survey & Certification/Survey & Certification Group

Ref: S&C: 11-35-NH

DATE: August 12, 2011

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Mandate of Section 6121 of the Affordable Care Act for Nurse Aide Training in Nursing Homes

Memorandum Summary

- **Section 6121 of the Affordable Care Act mandates enhanced nurse aide training** – The law mandates the inclusion of training for nurse aides working in nursing homes on abuse prevention and care of persons with dementia;
- **Centers for Medicare & Medicaid Services Actions** - Interpretive Guidelines have been revised for the Inservice Training Tag (F497). We are developing a regulation to mandate these topics and training materials that nursing homes may use to train staff.

We are pleased to report on the progress of a project mandated by Section 6121 of the Affordable Care Act to enhance the skills of nurse aides in two important areas:

- How to care for residents with dementia
- How to prevent resident abuse

The initial training requirements for new nurse aides currently include these topics. To fulfill the mandate of Section 6121, we have revised the Interpretive Guidelines for regulatory tag F497 to mandate the inclusion of these two topics in each nurse aide's yearly training program. We are also working on revising the regulation to specifically include these two topics.

In addition, we have awarded a contract to Chenega Government Consulting, LLC for the analysis of current training products and the development of additional materials for nursing home professionals to use in training nurse aide staff on these topics. As part of this project, we will be consulting with experts and national stakeholder groups in order to ensure that any products developed will promote person-centered care as well as current clinical standards, principles and practices.

In an effort to assist facilities to comply with this provision, we are attaching a list of training products that are currently available for these topics, as well as a description of the training development project. While the initial training focuses on nurse aides, it is our intent that facilities will expand the scope to include other direct and non-direct care staff in future trainings on abuse prevention and care of residents with dementia. If you have any questions or comments you may contact Karen Schoeneman at (410)786-6855, Karen.Schoeneman@cms.hhs.gov or Chris Allen at (410) 786-3322, Chris.Allen@cms.hhs.gov.

/s/

Thomas E. Hamilton

Attachments:

Alternative Training Materials for Sec 6121 of the Affordable Care Act
Prevention of Abuse and Care of Persons with Dementia

cc: Survey and Certification Regional Office Management

Alternative Training Materials for Sec 6121 of the Affordable Care Act

Per CMS request, the following training materials were identified as possible alternatives for providers to use to meet the training mandate for nurse aides in the topics of dementia care and the prevention of abuse. While there are many options available, these are the closest fit for the criteria identified through this project.

DEMENTIA CARE

(in alphabetical order)

CARES

The CARES Program™ is an **online** dementia care training program. It is appropriate for Nurse Aides as well as all other staff. The CARES program includes evidence-based strategies from the Alzheimer's Association Quality Care Practice Recommendations and features hundreds of videos of real residents, CNAs, and staff members.

Produced by HealthCare Interactive

Length: Ten 1-hour modules, all online. Self-led

Cost: Varying levels of cost

<http://www.hcinteractive.com/CARES>

Foundations of Dementia Care

Through this classroom training program, “staff learn essential skills for dementia care through role-playing exercises and lively discussions using realistic film clips and case studies”.

Produced by the Alzheimer's Association

Length: 20 hours, 13 modules

Cost: Varied. Only available through the Alzheimer's Association Chapters

<http://www.alz.org> to find your local chapter

More Than Words: A New Culture of Care and Communication with Persons who Have Dementia

This video pinpoints the crucial role of the CNA as caregiver and friend. It also shows the importance of communicating *directly*, and creating a true "relationship" with persons with dementia. Caregivers will learn valuable tips to redirect and lessen anxieties for persons with dementia *while* preserving their personal autonomy and dignity.

Produced by: Terra Nova Films, Inc.

Length: 25 minutes

Cost: One time fee to purchase DVD. Also available for rental.

<http://www.terranova.org/>

PREVENTION OF ABUSE

(in alphabetical order)

Abuse: The Resident's Perspective

In this DVD, nursing homes residents discuss what they see as abuse. This training tool helps nursing home staff to understand life in a nursing home from the resident's perspective and the importance of strengthening relationships between staff and residents.

Produced by Video Press/University of Maryland School of Medicine and distributed by Terra Nova Films, Inc.

Length: 20 minutes

Cost: Onetime fee to purchase video or rental fee

<http://www.videopress.org>

<http://www.terranova.org>

Eliminating Negative & Abusive Interactions: Preventing & Reducing Negative & Abusive Responses

This DVD "reviews a series of situations that can precipitate inappropriate caregiver responses. Appropriate and positive management for each situation is presented". The perspective of CNAs is included, as well as the importance of knowing residents and understanding the meaning of residents' "behaviors".

Produced by Video Press/University of Maryland School of Medicine and distributed by Terra Nova Films, Inc.

Length: 26 minutes

Cost: Onetime fee to purchase video or rental fee

<http://www.videopress.org>

<http://www.terranova.org>

Michigan's Adult Abuse and Neglect Prevention Training Program

"This training program was designed for direct access staff to prevent, identify, and report adult abuse and neglect. These highly interactive, adult learning-based trainings focus on actively creating person- and relationship-centered individuals and organizations. By learning to care for ourselves, our clients and co-workers, we can effectively address issues that could otherwise lead to abusive situations. These sessions teach techniques to improve our personal and professional lives."

Produced by BEAM in cooperation with the Michigan State University and the Michigan Office of Services to the Aging through the Michigan Department of Community Health Grant

Length: Twelve 1-hour modules

Cost: Free. All modules are downloadable including supervisor training.

http://www.michigan.gov/miseniors/0,1607,7-234-49992_49993---

<http://phinational.org/training/resources/adult-abuse-neglect-prevention-training/>

Resident Abuse: Prevention and Protection

This video is a practical educational tool. It demonstrates important skills necessary to help caregivers prevent resident abuse. Filled with practical information and useful instruction, this video explains risk factors and preventative measures that will help caregivers protect their residents. Facilitator Guide is available for free on the website

Produced by ElderCare Communications

Length: 25 minutes with Stop/Start of video for Group discussion

Cost: One time fee to purchase video

<http://www.eldercarecommunications.com/pages/products/rpp.html>



Prevention of Abuse and Care of Persons with Dementia

...to give better care to persons with dementia.

...to understand and prevent abuse.

...to give person-centered care to all residents.

...make nursing assistants jobs more fulfilling by having the tools and the knowledge.

Empowering Nurse Aides

The Opportunity

Dementia in America has risen dramatically over the last several years. The current number of five million people with dementia is expected to triple by 2050, necessitating person-centered approaches to care so that professional caregivers can help provide people with dementia the highest quality of life.

About the Project

Section 6121 of the Affordable Care Act, signed into law on March 23, 2010, contains a provision that nursing homes provide training to nurse aides. The Centers for Medicare & Medicaid Services (CMS) is developing training products for nursing homes to use in training their nurse aides on the topics of:

- Abuse prevention.
- Provision of care for persons with dementia.

Person-Centered Care

Person-centered care approaches seek to provide quality of care and life for people with dementia. Person-centered care may prevent possible abuse by encouraging relationships between staff and residents and by helping staff to understand behavior and to prevent aggressive reactions.

Nurse Aide Training

To make these benefits a reality, as part of the Affordable Care Act, CMS is creating a person-centered care training program for the increasing number of nurse aides who will be on the front lines of dementia care in long term care facilities. This training will empower nurse aides by providing the tools they need to understand and to care for people with dementia.



To learn more, contact:

CIBER, 804 Middle Ground Boulevard, Newport News, VA 23606

Chenega Government Consulting LLC, 609 Independence Parkway Suite 210, Chesapeake, VA 23320

Department of Health & Human Services Centers for Medicare & Medicaid Services (CMS), 7500 Security Boulevard 02-02-38, Baltimore, MD 21244-1850