

Dementia and Behaviors related to the Federal Requirement F250 Social Services

As many of you are well aware, many residents within our facilities are admitted with multiple diagnoses which may include some form of Dementia. Residents diagnosed with Dementia can present many challenges to nursing facility staff related to ever changing behaviors with the aging process and many variables and factors which affect these residents who reside in nursing facilities across Kentucky. The Centers for Medicare Medicaid Services (CMS) detail in Appendix PP, the federal requirement F250 §483.15(g) Social Services §483.15(g)(1) The facility must provide medically-related social services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident. CMS details, "...that facilities aggressively identify the need for medically-related social services, and pursue the provision of these services. It is not required that a qualified social worker necessarily provide all of these services. Rather, it is the responsibility of the facility to identify the medically-related social service needs of the resident and assure that the needs are met by the appropriate disciplines." They further define, "Medically-related social services means services provided by the facility's staff to assist residents in maintaining or improving their ability to manage their everyday physical, mental, and psychosocial needs." Please refer to interpretive guidelines for detailed information related to services that would be provided, factors that could potentially be a negative effect for a resident, and types of conditions residents may have that would require Social Service intervention.

When the State Agency conducts a survey or complaint investigation which involve residents having dementia and behaviors, the surveyor will make observations of the facility staff, family and visitor interactions with these residents. Observations will be made to identify if the facility is providing care and services based on their assessment of the resident's individualized needs and care planned interventions. Interviews will be made with residents, facility staff, family, visitors, and physicians, etc. The surveyor will conduct a thorough review of the resident's medical record to identify if the facility through the assessment and care planning process, have identified and sought ways to support the resident's individual needs; provided/arranged for the provision of needed counseling services; trained staff on how to maintain/enhance the resident's dignity in full recognition of the resident's individuality, found options/alternatives that most meet the physical and emotional needs of each resident and provide/attempt alternatives to drug therapy or restraints by understanding and communicating to staff why residents act as they do, what they are attempting to communicate, and what needs the staff must meet. The surveyor will investigate what action the facility has taken to address resident behaviors, whether they have identified a root cause of the behavior, evaluated the effectiveness of the implemented interventions specific to this resident's needs and attempted new alternatives when an intervention has been determined ineffective. The surveyor will specifically be attempting to answer the following probes as indicated in the interpretive guidelines:

- How do facility staff implement social services interventions to assist the resident in meeting treatment goals?
- How do staff responsible for social work monitor the resident's progress in improving physical, mental and psychosocial functioning? Has goal attainment been evaluated and the care plan changed accordingly?
- How does the care plan link goals to psychosocial functioning/well-being?
- Have the staff responsible for social work established and maintained relationships with the resident's family or legal representative?

- [NFs] What attempts does the facility make to access services for Medicaid recipients when those services are not covered by a Medicaid State Plan?

The surveyor will be looking for evidence that social services interventions successfully address residents' needs and link social supports, physical care, and physical environment with residents' needs and individuality. Please refer to CMS State Operations Manual, Appendix PP, F250 for more detailed information related to Social Services requirements.