

# **SOCIAL SERVICES AND THE SURVEY PROCESS IN LONG TERM CARE**

*Presented by Catherine Selman, BS*



**July 22-24, 2019**

**Delta Hotels by Marriott Helena Colonial  
Helena, MT**

# Social Services and the Survey Process in Long Term Care

## About the Program



The CMS Requirements of Participation and new Survey Process have been in effect now for over two years. The final part of these new regulations, Phase 3, will go into effect November 28, 2019. More emphasis has been placed on the role of social services than ever before, and this area of care/delivery of services has become more pivotal in the survey process. CMS has linked almost every quality of care and quality of life regulation to social services and a resident's psychosocial well-being. Surveyors are now looking more closely at a facility's "process," and how the staff assure a resident's "highest practicable well-being." Medically-related social services are being reviewed at a higher level: were the medically-related social needs identified?; was a person-centered plan developed?; was the plan implemented?; were there positive resident outcomes?; and if not, why not? New CMS guidance instructs the surveyor to assess and review the delivery of social services/psychosocial well-being/individual care being provided for residents; residents who are in end of life care; residents who are depressed; residents who exhibit behavioral symptoms; and residents who are on antipsychotics...The list goes on and on! The Social Worker/

Designee is held responsible for many of these care issues. Does your staff know what surveyors will be looking for? Will their documentation pass the focused scrutiny of state and federal surveyors?

What does all of this mean to you?? More intensive, focused surveys! Is your facility aware of this increased scrutiny from CMS? Will your staff be prepared for the next survey? Now is the time to adjust and implement organizational practice to assure continuous quality of care and quality of life. In this training, Cat will not only cover the information you need to be fully prepared for these surveys, but she will also be addressing basic documentation and practice for the Social Worker's role in meeting these new challenges.

## Instructor

**Catherine R. "Cat" Selman, BS**, is a social services and activities consultant who presently serves as President and Co-owner of The Cat Selman Company, a company specializing in continuing education for healthcare professionals. With over 30 years of experience in social services and activity practice, education, and consultation, Ms. Selman has trained providers and surveyors in all 50 states, has participated in various CMS Stakeholder Workgroups and served on various CMS expert panels since 1992. She served as a Corporate Social Work Consultant for 13 years during which she was responsible for 101 nursing homes. Ms. Selman holds a bachelor's degree in behavioral science with a major in social work and social welfare and has completed graduate work in social work and therapeutic recreation.

## Who Should Attend

Not only will new and experienced Social Workers/Designees benefit from this training, but the course is appropriate for Activity Professionals, Nurses and Administrators. Surveyors are focusing on interdisciplinary process! Register NOW – you don't want to miss this educational opportunity! Once the surveyors are in your building, it will be too late...

## Continuing Education

Participants can receive up to 17.5 hours of CE subject to approval of licensing boards and professional certifying organizations. Credits have been applied for and are pending with the Montana Board of Behavioral Health. This education meets the requirements of the Montana Board of Nursing Home Administrators. Nursing - MHCA is a professional organization that establishes standards and criteria for continuing education programs in nursing pursuant to Montana Board of Nursing regulations, and has approved 17.5 hours.

# Program Outline

## Monday, July 22, 2019

### **Social Services & the Survey Process**

- Regulatory Compliance
- Medically-related social services
- Psychosocial Well-Being
- Psychosocial Severity Grid Negative Psychosocial Outcomes

### **CATs, CAAs & Care Planning**

- MDS 3.0 - Psychosocial
- Implications by Section
- "Red Flag" Codes - Survey Focus
- CAA Summaries
- Development of Comprehensive Care Plan Monitoring & Revisions

### **Resident's Rights, Choices & Preferences**

- Difference between the terms
- Resident's Rights
- Section F of the MDS 3.0
- Staff Practices receiving survey focus
- New federal regulations and "choices"

## Tuesday, July 23, 2019

### **Responding to Challenging Behavior**

- Assessment/Investigation/Root Cause Analysis CMS Dementia Guidelines/Initiative
- Specific Behaviors
- Care Planning
- Interventions for Specific Behaviors

### **Trauma-Informed Care & the Social Worker/Designee's Responsibilities**

- CMS RoP - Phase 3 Requirements
- Definition of Trauma-Informed Care
- Types of Trauma Found in Nursing Homes
- Steps in Providing Trauma-Informed Care

### **The "Nuts and Bolts" of Cultural Competency**

- CMS Requirements of Participation
- Definition of Cultural Competency
- Barriers in the provision of culturally competent care
- Cultural & Social Differences Among the Elderly

### **Phase 3: CMS-Required Competencies for the Social Worker/Designee**

- CMS Requirements of Participation: Sufficient & Competent Staff
- Surveyor Focus - Specific Competencies
- Proof/Documentation
- Training Requirements

## Wednesday, July 24, 2019

### **It's All About Discharge!**

- CMS RoP - Discharge Planning
- 6 Criteria for Discharge
- Discharge Documentation Requirements

### **Documentation & Compliance - Supportive Documentation for the Comprehensive Care Plan**

- Relationship of basic documentation to the comprehensive care plan
- Progress note content
- Surveyor focus

## **Daily Schedule**

### **Monday, July 22, 2019**

8:00 - 8:30 am	Registration (Monday Only)
8:30 am - 12 noon	Social Services Training
12 noon - 1:00 pm	Lunch
1:00 - 5:00 pm	Social Services Training Cont.

### **Tuesday, July 23, 2019**

8:00 am - 12 noon	Social Services Training Cont.
12 noon - 1:00 pm	Lunch
1:00 - 4:30 pm	Social Services Training Cont.

### **Wednesday, July 24, 2019**

8:00 am - 11:30 am	Social Services Training Cont.
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## Hotel Reservations

The program will take place at Delta Hotels by Marriott Helena Colonial, 2301 Colonial Drive, Helena, MT 59601. Those signing up for this program should make room reservations directly with the Colonial (telephone: **406-443-2100**). The hotel is offering special room rates of \$134 plus tax, single or double. When making reservations, individuals must ask for the Montana Health Care Association rate. Reservations must be made by **June 28** to receive the MHCA rate.

## Registration & Cancellation Policy

Registrations received on or before **July 8** will avoid paying the late fee. Mail your registration form with payment or fax the form and indicate that payment has been mailed to MHCA.

**All cancellations must be in writing.** Partial registration (all fees less \$75 per person cancellation fee) will be refunded if written cancellation is received by **July 15**. **No refunds will be made after July 15**. Replacements are always welcome and no-shows will be billed.



36 S Last Chance Gulch, Suite A  
Helena, MT 59601

**[www.mthealthcare.org](http://www.mthealthcare.org)**

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A grey starburst graphic with a white outline, containing text.

**REGISTER BY  
JULY 8  
AND SAVE!**

Montana Health Care Association

## Social Services and the Survey Process in Long Term Care

July 22-24, 2019 • Delta Hotels by Marriott Colonial • Helena, MT

### Registrant Information (Please Print)

Facility Name \_\_\_\_\_

Contact Name \_\_\_\_\_ E-mail \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Registrant Name \_\_\_\_\_

Title \_\_\_\_\_ E-mail \_\_\_\_\_

Registrant Name \_\_\_\_\_

Title \_\_\_\_\_ E-mail \_\_\_\_\_

### Fees

#### MHCA MEMBERS

1st facility registration

Additional facility registrations (per person)

#### Registration Received on or before July 8

\$350

\$250

#### Registration Received after July 8

\$400

\$300

#### NON-MEMBERS

1st facility registration

Additional facility registrations (per person)

\$650

\$500

\$700

\$550

#### TOTAL AMOUNT ENCLOSED

\$ \_\_\_\_\_

Registration fee includes extensive handout materials, Monday and Tuesday lunches, and refreshments during morning and afternoon breaks.

### Policies

Register early! Registrations received on or before **July 8** will avoid paying the late fee. Mail your registration form with payment or fax the form and indicate that payment has been mailed to MHCA.

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### Payment

Please make checks payable to and return with a copy of this application to:

**Montana Health Care Association**

36 S. Last Chance Gulch, Suite A, Helena, MT 59601

Please Note: If payment is being sent from a corporation or county office, please mail or fax the registration as early as possible, indicating the check is being processed.

Phone: 406.443.2876 • Fax: 406.443.4614

Email: [skopec@rmsmanagement.com](mailto:skopec@rmsmanagement.com) • Website: [www.mthealthcare.org](http://www.mthealthcare.org)