



CENTER OF  
**EXCELLENCE**  
FOR BEHAVIORAL HEALTH  
IN NURSING FACILITIES

# Serious Mental Illness (SMI) in Nursing Facilities: Using a 5-Step Approach to Care

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# Host



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Training and education lead

Nikki serves as the training and education lead for the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF). For the past 20 years, Nikki has provided program implementation, development, management, external and internal trainings, policy development, quality assurance, and managed training coordination and technical support throughout the southeast region.

Previously, she served as the program manager for the Division of Behavioral Health and Substance Use Services within the South Carolina Department of Corrections.

She has a B.A. in psychology from the University of South Carolina, a M.A. in counseling from Webster University and is a certified behavioral specialist.

# Presenter



**Deborah E. Richman, BS, C.D.S.**

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Deborah is the director of education for HealthCare Interactive, Inc. Her 30+ year professional career has focused on senior services primarily in the areas of program development and education/training for staff, family and community. She has presented at the international, national, state and local level for a variety of health-related organizations.

She provides consultation and training for residential care settings and community groups in the areas of aging, understanding dementia (symptoms and management), dementia related behavior, serious mental illness/dementia, therapeutic program development and person-centered care/interventions for direct care staff.

Deborah received her bachelor of science degree from the University of Wisconsin-Oshkosh.

# Disclaimer

*HealthCare Interactive's national panel included SMI experts from the University of South Florida's Center for Aging Studies, the Houston Department of Veteran's Affairs, the University of Minnesota's School of Nursing, Florida Atlantic University's School of Nursing and College of St Scholastica in Minnesota. This panel helped to identify the four areas of SMI used in this training. Note that these may differ from other resources you are familiar with.*

# Overview

- Participants will define serious mental illness and list the four major categories of SMI.
- Participants will describe the differences between SMI and dementia and note misperceptions about SMI.
- Participants will describe the recovery model and list the five steps in the CARES® 5-Step Approach for SMI.



# What is Mental Illness?

<https://www.nimh.nih.gov/health/statistics/mental-illness>

Mental illnesses are common in the United States. It is estimated that more than one in five U.S. adults live with a mental illness (57.8 million in 2021). Mental illnesses include many different conditions that vary in degree of severity, ranging from mild to moderate to severe.

Two broad categories can be used to describe these conditions: Any Mental Illness (AMI) and Serious Mental Illness (SMI). AMI encompasses all recognized mental illnesses. SMI is a smaller and more severe subset of AMI. Additional information on mental illnesses can be found on the [NIMH Health Topics Pages](#).

# What is Serious Mental Illness (SMI)?

<https://www.nimh.nih.gov/health/statistics/mental-illness>

**Serious mental illness (SMI)** is defined as a mental, behavioral, or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activities. The burden of mental illnesses is particularly concentrated among those who experience disability due to SMI.



# SMI CATEGORIES

- Schizophrenia
- Bipolar Disorder
- Schizoaffective Disorder
- Major Depression

## **Additional categories:**

- PTSD
- Borderline personality disorder
- Obsessive compulsive disorder
- Panic disorder

# SMI and DEMENTIA

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- **Dementia** is a term used to describe a group of symptoms affecting memory, thinking and social abilities. In people who have dementia, the symptoms interfere with their daily lives. Dementia isn't one specific disease. Several diseases can cause dementia.
- Dementia generally involves memory loss. It's often one of the early symptoms of the condition. But having memory loss alone doesn't mean you have dementia. Memory loss can have different causes.
- Alzheimer's disease is the most common cause of dementia in older adults, but there are other causes of dementia. Depending on the cause, some dementia symptoms might be reversible.

<https://www.mayoclinic.org/diseases-conditions/dementia/symptoms-causes/syc-20352013>

# RECOVERY MODEL

- Recovery is not a cure
- Managing mental illness (recovery) is an ongoing journey
- Journey is different for each person
- Working toward recovery is always a focus for someone with SMI

Recovery includes:

- a) Hope
- b) Healing
- c) Empowerment
- d) Connection
- e) A meaningful role in life
- f) Acceptance by others



# The CARES® Approach

**C** – Connect

**A** – Assess Behavior

**R** – Respond appropriately

**E** – Evaluate what works

**S** – Share with others



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# CARES® SMI PROGRAM

- Make the commitment to have as many staff as possible be certified in CARES® SMI
- The first step in implementation is to identify 1-2 “champions” at your facility to complete the training to then assist and encourage other staff to complete the training. This is a critical piece for success.
- Implementation should be in the manner best suited for your facility – there are options.
- Consider monthly case studies of residents at your facility and discuss how the CARES® 5-step approach can enhance the care provided to those with SMI, dementia and other conditions.
- Person-centered care and the CARES® 5-step approach are the focus of all CARES® Training Programs.
- Shows the learner real situations with real people living with and working with Serious Mental Illness (SMI)
- CARES® SMI Certification – Celebrate!

# REGISTER FOR CARES® Serious Mental Illness (SMI) OFFICE HOURS

**CENTER OF EXCELLENCE FOR BEHAVIORAL HEALTH IN NURSING FACILITIES**

Register for the  
**CARES® Serious Mental Illness (SMI) OFFICE HOURS**

The COE-NF is making the CARES® Serious Mental Illness™ Online Training Program available to CMS-certified nursing facilities at no cost. CARES SMI focuses on how to develop care strategies for individuals diagnosed with a serious mental illness and how it differs from dementia.

Interested in learning more about CARES® SMI before committing or have general questions about the program?

Join our monthly office hours meeting on the **fourth Wednesday of each month from 2:30-3 p.m. ET** for an open discussion on implementation, benefits, case studies and successes.

REGISTER:  
<https://bit.ly/CARESSMIMonthlyOfficeHours>

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# Questions and Answers



**Deborah Richman, BS, CDS**

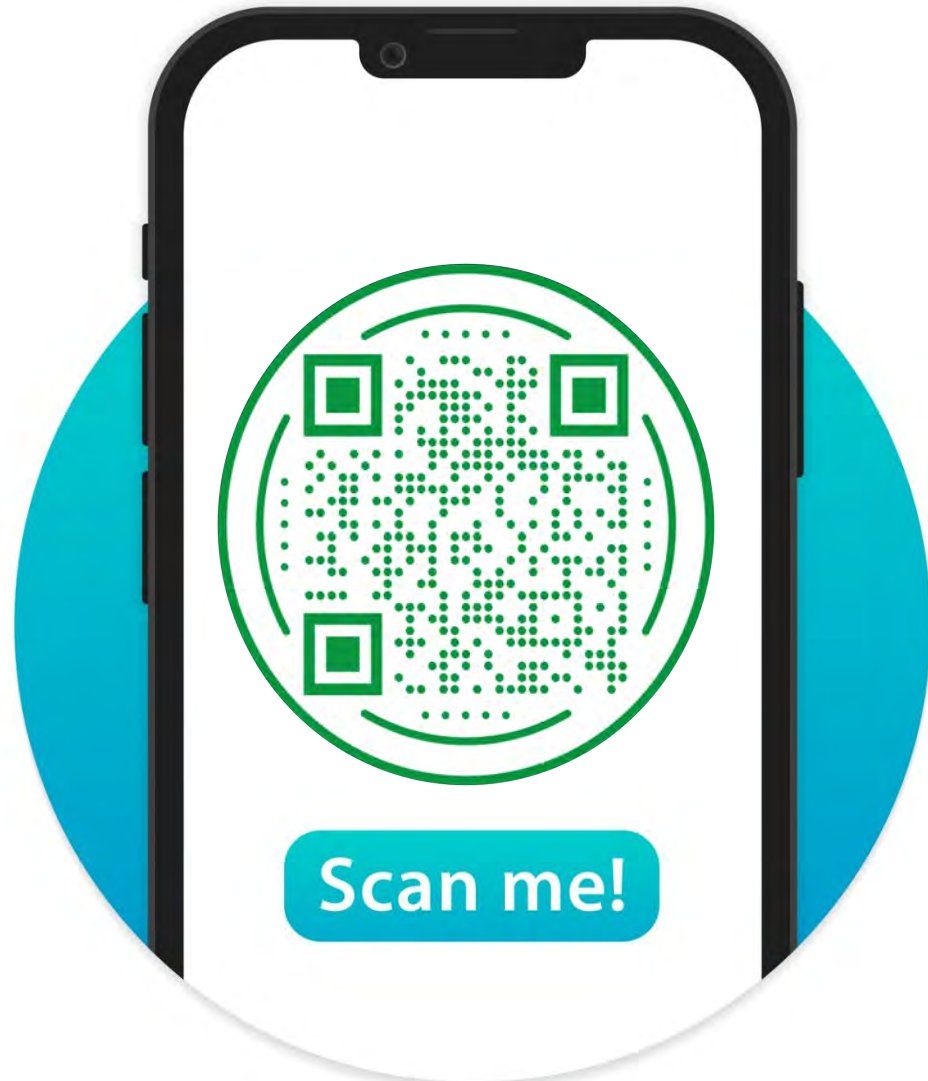
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# Request Assistance



To submit a request for assistance, scan the QR code.

We look forward to assisting you!

**Contact us:**

For more information or to request assistance, we can be reached by phone at **1-844-314-1433** or by email at [coeinfo@allianthealth.org](mailto:coeinfo@allianthealth.org).

**Visit the website:**

[nursinghomebehavioralhealth.org](http://nursinghomebehavioralhealth.org)

# Thank You!



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