

# Person-Centered Care in Nursing Facilities: How to Make it Work

March 11, 2025



# Host



**Nikki Harris, MA, CBHC-BS**  
**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



**Diana Padilla, MCPC, CTSS, CARC**  
**RESEARCH PROJECT MANAGER**

Diana Padilla has worked in the behavioral health field for more than 26 years. Using a person-centered, recovery-oriented perspective, Diana teaches how to enhance and tailor strategies and interventions to effectively address health and behavioral health needs, particularly in the intersection of trauma, stress, and substance use.

Diana is also the SBIRT (Screening, Brief Intervention and Referral to Treatment) Technical Assistance and Implementation Specialist for the NeC-ATTC, helping agencies to effectively intervene with communities at risk of psychosocial and health problems related to substance use or other unhealthy behaviors.

*“What’s meaningful to our patients trumps anything medical that we can offer.”*

Mikkael A. Sekeres, MD, The Power of a Meaningful Moment, New York Times, May 8, 2018

# Let's Talk About Person-Centered Care

*"Integrated health care services delivered in a setting and manner that is responsive to individuals and their goals, values and preferences, in a system that supports good provider–patient communication and empowers individuals receiving care and providers to make effective care plans together." (CMS)*

With respect and empathy, PCC is also an approach that nursing home staff can use to engage residents in their own wellness process and address health related barriers including substance use.

# Current Landscape of Nursing Home Residential Care

Nursing home care provides critical comprehensive care for residents with acute or long-term health conditions.

Person centered care, (PCC) particularly in nursing home care speaks to how those services are coordinated to meet the medical and rehabilitation needs of the resident.

In 2023, amongst long-term nursing home residents, 83.1% were 65 years or older, with 16.9% under age 65.

National Center for Health Statistics, Vital and Health Statistics, May 2022, Post-acute and Long-term Care Providers and Services Users in the United States, 2017–2018, [Vital and Health Statistics, Series 3, Number 47 \(cdc.gov\)](#)



# Increasing Risk Patterns Among Aging Population

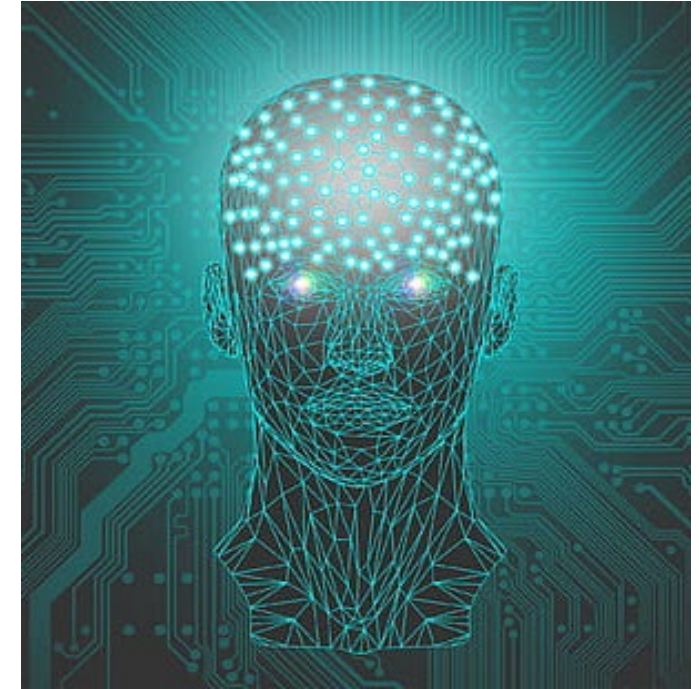
- Research indicates that older Medicare recipients with opioid use disorder (OUD) have entered nursing home care at higher rates compared to non-substance related hospitalizations, (26% vs 22%).
- According to the CDC, over 105,415 alcohol related deaths for adults in 2022.
- 135,103 older drinkers found that even low-risk drinking was associated with higher mortality with this group with health-related or socioeconomic risk factors.



Yang M, Beiting KJ, Levine S. Barriers to Care for Nursing Home Residents With Substance Use Disorders: A Qualitative Study. *J Addict Med*. 2023 Mar-Apr 01;17(2):155-162. doi: 10.1097/ADM.0000000000001061. Epub 2022 Aug 30. PMID: 36044314., Ortolá R, Sotos-Prieto M, García-Esquinas E, Galán I, Rodríguez-Artalejo F. Alcohol Consumption Patterns and Mortality Among Older Adults With Health-Related or Socioeconomic Risk Factors. *JAMA Netw Open*. 2024;7(8):e2424495. doi:10.1001/jamanetworkopen.2024.24495

# Substance Use Disorder (SUD): A Brain Disease

- Substance use disorder is a cluster of cognitive, behavioral, and physiological symptoms indicating continued use of the substance despite significant substance-related problems.
- Chronic substance use rewires the neurological pathways of the brain and diminishes the capacity of the person to stop using substances and prompts to use more.





# Staff Related Barriers to SUD Resident Care

One study conducted with nursing home staff (nursing directors, physicians, administrators, etc.) found inconsistencies regarding substance use knowledge and protocols.

Three themes were identified:



- Staff preparedness
- Staff perceptions of addiction
- Overall lack of resources

# Challenges to Addressing Substance Use In Nursing Facilities

- Nursing home residents may not be screened for substance use.
- Substance use symptoms in older individuals may be misinterpreted as age related conditions.
- Adults with substance use disorder (SUD) at times, maybe denied admission to residential nursing home care.
- Nursing schools do not routinely teach about SUD.

Yang M, Beiting KJ, Levine S. Barriers to Care for Nursing Home Residents With Substance Use Disorders: A Qualitative Study. J Addict Med. 2023 Mar-Apr 01;17(2):155-162. doi: 10.1097/ADM.0000000000001061. Epub 2022 Aug 30. PMID: 36044314.

# Stigma, Bias and Consequent Negative Perceptions

Research surveys indicate that some nursing home staff perceptions of people with substance use disorders can include:

- Residents with SUD are time intensive
- Residents with substance use history are manipulative and aggressive
- Unpredictable
- Challenging
- Deceptive



**Let's Experiment!**

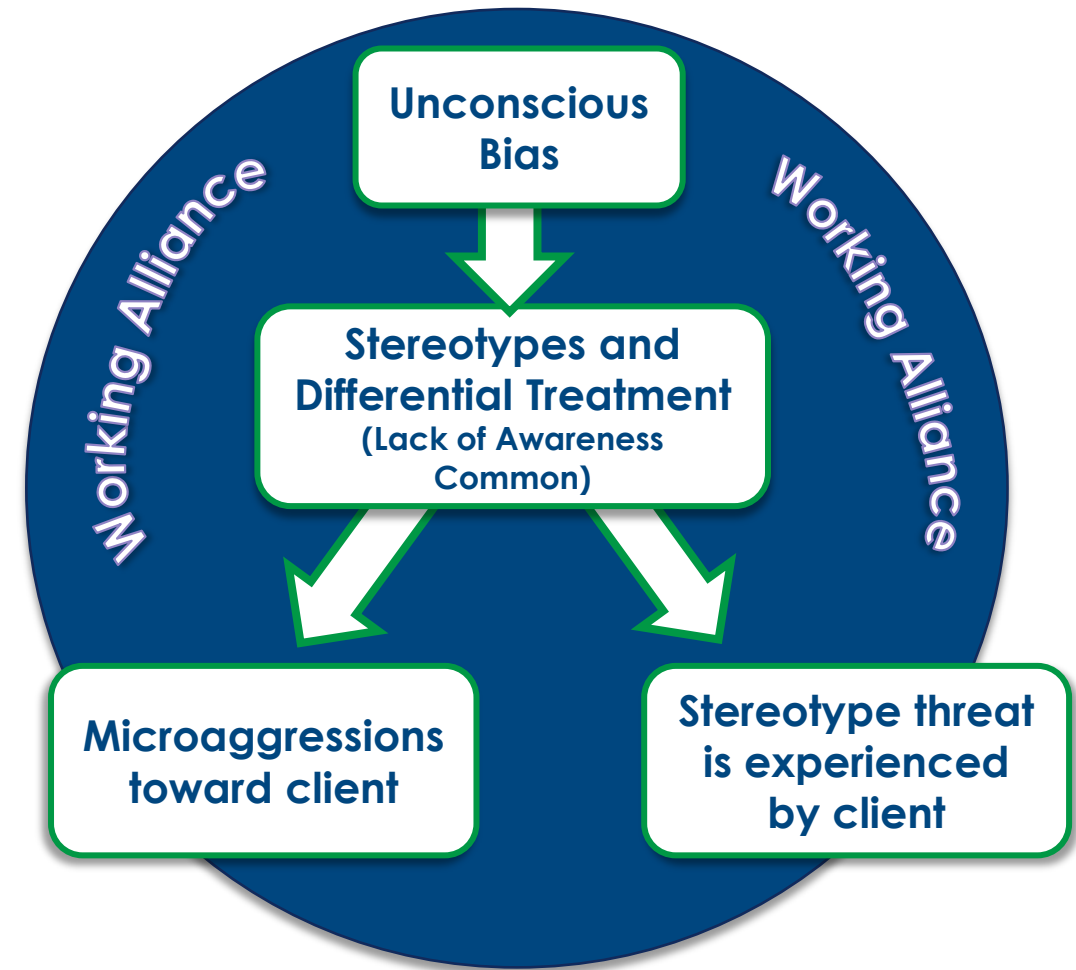
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# Study About Behavioral Health Bias

Mental health and substance use disorder professionals were more likely to judge and agree to disciplinary actions toward clients referred to as “substance abusers,” as opposed to a person with a substance use disorder.

Mental health practitioners were less likely to believe that clients deserved treatment when referred to as a “substance abuser.”



*The reality is, all moments of human decision-making are susceptible to the influence of implicit bias; whether positive or negative, those biases have grave affects on outcomes in all sectors of our society.*



# The Unconscious Mind



- Automatic brain (automatic processing) overrides your conscious intentions of impartiality.
- Limbic system sorts information into categories, the mind fills in gaps when we receive only partial information.
- Collectively, these processes called schemas, form the 'frame' or "frame of reference," that help us interpret and respond to the world around us.

# Moving Toward Action!

*“The good news is that individuals, once educated on the science of implicit bias, can impact those biases.”*

- Our developed unconscious bias and attitudes can be “unlearned,” and new mental associations can replace them.
- Going forward use an “other person-oriented” lens.

# Identify Hidden Bias

- **Recognize that unconscious bias is in you** through a lifetime of conditioning and experiences that have helped to develop latent negative attitudes and stereotypes toward people of color.
- **Know that implicit bias** adversely affects decision making, even if you don't set out to intentionally discriminate against anyone.
- **Take measures to identify and assess** your own implicit bias that manifests in your profession, practices, and decision making.

# Putting the Nursing Home Resident with SUD First

- “PCC means treating residents as equal partners in the business of healing; it is personalized, coordinated and enabling.”
- Recognizes the capacities of people with substance use related concerns or substance use disorder to actively participate in improving their own health and increase treatment adherence.

Coulter A, Oldham J. Person-centered care: what is it and how do we get there? *Future Hosp J.* 2016 Jun;3(2):114-116. doi: 10.7861/futurehosp.3-2-114. PMID: 31098200; PMCID: PMC6465833.



<https://youtu.be/MTSLUgkND4M?si=KmKBizuwdBOwBFo>

# Working From Where They Are

- Focus is on the person
- Their goals, and their vision for the future.
- Unique strengths
- Supported self-direction
- Understand what is important to and for them



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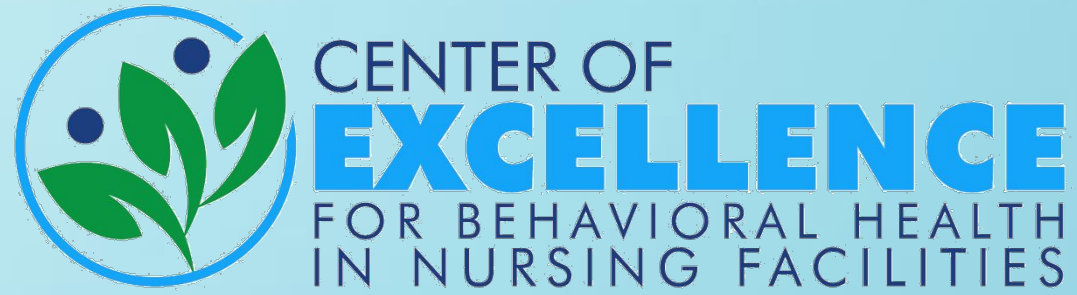
- Preferred language and meaning within context
- Use **OARS** for person centered communication
  - **O**pen-ended Questions
  - **A**ffirmations
  - **R**eflective Listening
  - **S**ummaries



# PCC for Nursing Home Residents with Substance Use

- Engage resident in understanding health issues and substance use impact.
- Provide pros and cons of different treatment options.
- Support resident in their decision to seek substance use disorder treatment or not, potential harm reduction options, (brief intervention).
- Support residents to implement resident decisions regarding their substance use.

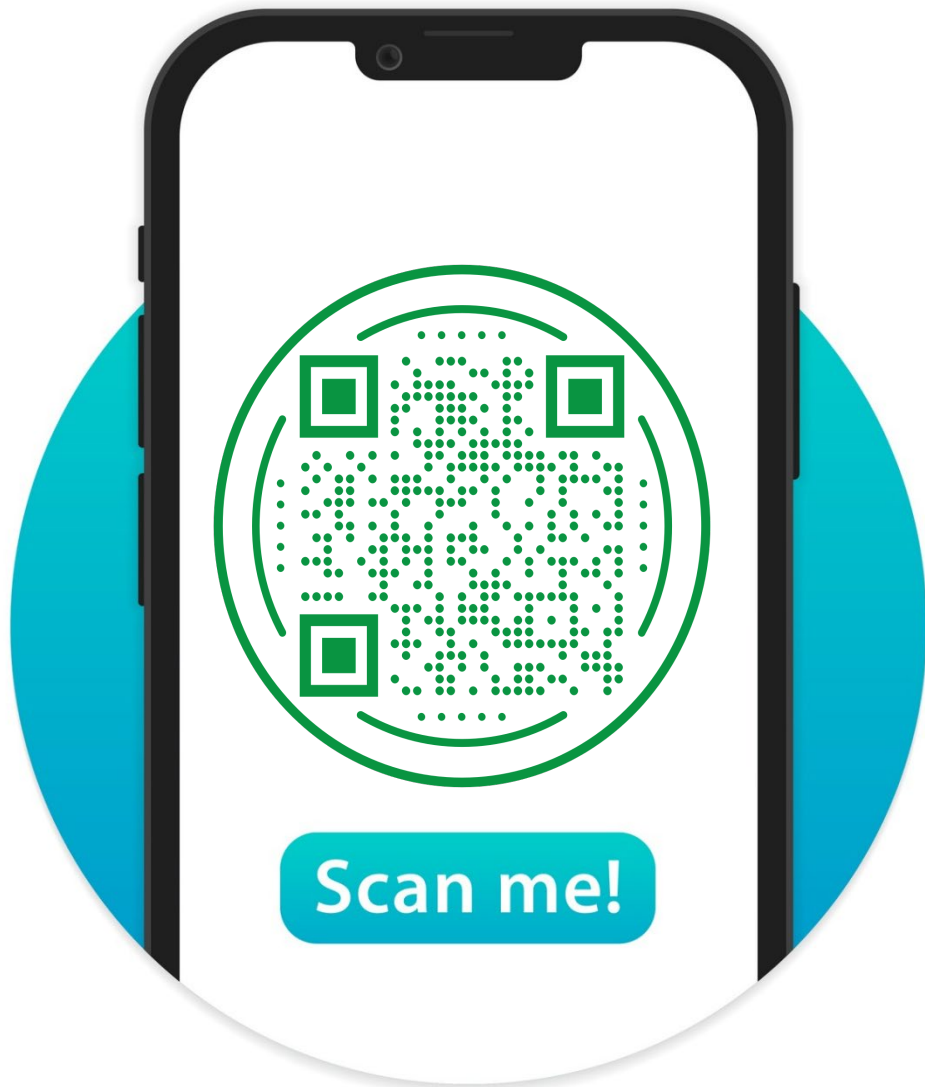
Bradley KA, Kivlahan DR. Bringing patient-centered care to patients with alcohol use disorders. JAMA. 2014 May 14;311(18):1861-2. doi: 10.1001/jama.2014.3629. PMID: 24825640; PMCID: PMC4097878.



# Questions?



# 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)

# Register for March Upcoming COE-NF Events



**JOIN OUR UPCOMING  
VIRTUAL EDUCATION EVENTS**



**QUESTION, PERSUADE, REFER (QPR) – SUICIDE PREVENTION**

Wednesday, March 5, 2025 • 2-3:30 p.m. ET

**ACCME & NAB CREDITS WILL BE OFFERED.**

This session will provide a one-year certification to attendees.  
**Registration is limited.**

Speaker: Holly Ponders

REGISTER HERE: [https://bit.ly/COEQPR\\_3-5-25](https://bit.ly/COEQPR_3-5-25)

**PERSON-CENTERED CARE IN NURSING FACILITIES: HOW TO MAKE IT WORK**

Tuesday, March 11, 2025 • 2-3 p.m. ET

**ACCME & NAB CREDITS WILL BE OFFERED.**

Speaker: Diana Padilla, MCPC, CARC, CASAC-TASAP

REGISTER HERE: <https://bit.ly/Person-CenteredCareinNFs>

**QUESTION, PERSUADE, REFER (QPR) – SUICIDE PREVENTION**

Thursday, March 13, 2025 • 2-3:30 p.m. ET

**ACCME & NAB CREDITS WILL BE OFFERED.**

This session will provide a one-year certification to attendees.  
**Registration is limited.**

Speaker: Marti Vogt

REGISTER HERE: [https://bit.ly/COEQPR\\_3-13-25](https://bit.ly/COEQPR_3-13-25)

**AN OVERVIEW OF BIPOLAR DISORDERS FOR NURSING FACILITY STAFF**

Tuesday, March 18, 2025 • 2-2:30 p.m. ET

**ACCME & NAB CREDITS WILL BE OFFERED.**

Speaker: Bryan G. Stephens, MA, MBA, CPCS, LPC

REGISTER HERE: <https://bit.ly/OverviewofBipolarDisordersforNFStaff>

**ADDITION 101 – WHAT IT IS AND WHAT IT ISN'T**

Thursday, March 20, 2025 • 2-3 p.m. ET

**ACCME & NAB CREDITS WILL BE OFFERED.**

Speaker: Dr. Malcolm Horn, LCSW, MAC, SAP

REGISTER HERE: <https://bit.ly/Addiction101-WhattIs-WhattIsNot>

**CHANGING BEHAVIORS FROM A ROLLING BOIL TO A SIMMER: DE-ESCALATION STRATEGIES TO DEFUSE DIFFICULT SITUATIONS**

Tuesday, March 25, 2025 • 2-3 p.m. ET

**ACCME & NAB CREDITS WILL BE OFFERED.**

Speaker: Barbara Bull, RN, BSN

REGISTER HERE: [https://bit.ly/ChangingBehaviors\\_De-escalationStrategies](https://bit.ly/ChangingBehaviors_De-escalationStrategies)

**MENTAL HEALTH FIRST AID (MHFA)**

Friday, March 28, 2024 • 11 a.m. - 4:30 p.m. ET

**ACCME AND NAB CREDITS WILL BE OFFERED.**

Speaker: Holly Ponders

**Registration is limited.**

We request that you register when certain you can attend.  
To register for the Mental Health First Aid training, click here - [https://bit.ly/MHFA\\_RegistrationForm](https://bit.ly/MHFA_RegistrationForm)

 **AUDIENCE:**  
All nursing facility staff.

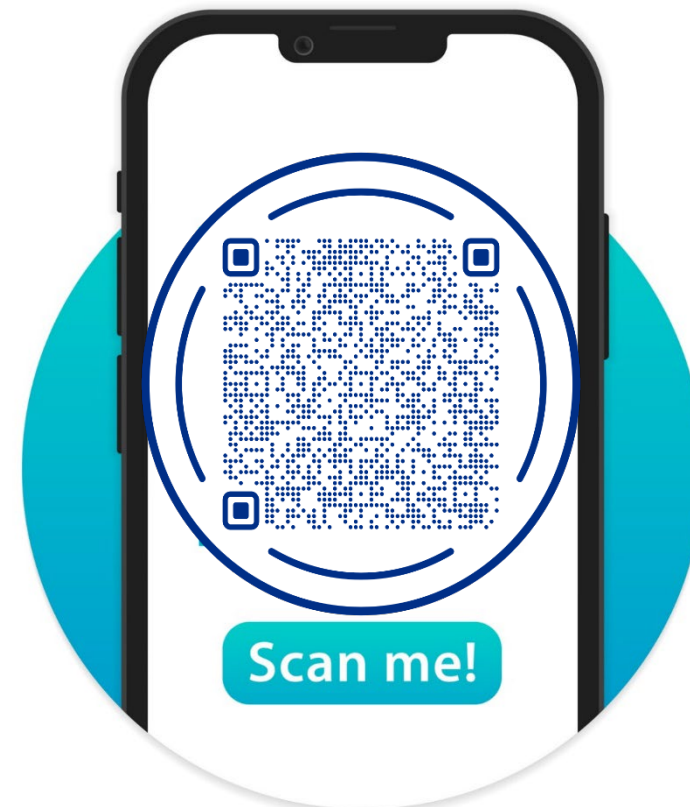
This event is hosted by the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF).

This publication was made possible by grant number 1H79SM087155 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Substance Abuse and Mental Health Services Administration.



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

Scan the QR code or  
visit the link below to view this resource.



# Connect with COE-NF

## Monthly Newsletter

- Shares behavioral health resources
- Provides nursing facility behavioral health regulatory updates
- Announces upcoming training opportunities

## Social Media Profiles

- LinkedIn: [www.linkedin.com/company/nursinghomebh/](http://www.linkedin.com/company/nursinghomebh/)
- Twitter: [twitter.com/NursingHomeBH](https://twitter.com/NursingHomeBH)
- Facebook: [www.facebook.com/NursingHomeBH](https://www.facebook.com/NursingHomeBH)
- YouTube: [www.youtube.com/channel/UCgnRi9EFB9rXApnlUwS09sw](https://www.youtube.com/channel/UCgnRi9EFB9rXApnlUwS09sw)

## Text Messaging Platform

- Enables nursing facility staff to receive COE-NF updates on their smartphone

SCAN ME



Scan QR code to  
sign up for the  
COE-NF newsletter.



# Thank You!



This material was created by the Center of Excellence for Behavioral Health in Nursing Facilities. This work is made possible by grant number 1H79SM087155 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Substance Abuse and Mental Health Services Administration.