



CENTER OF
EXCELLENCE
FOR BEHAVIORAL HEALTH
IN NURSING FACILITIES

COE-NF Behavioral Health Action Network

Part 2: Engaging with Residents:
Effective Communication Skills

Cohort #

Date



Virtual Space Expectations



Zoom Chat

- Resources
- Peer-to-peer learning
- Questions
- Troubleshoot issues

Let's Practice!

1. Click the "Chat" button to open the chat box, it will appear on the right side.
2. Type your name, your role, and your state into the message box and hit send!



Participation

- Sign on early/on time
- Avoid multitasking
- All questions welcome
- Be respectful of others

Session Agenda



20 MIN

Effective Communication Skills

- The Importance of Active Listening
- Verbal and Nonverbal Communication
- Adapting Communication Styles



20 MIN

Group Activity & Discussion

- Resident scenario
- Quality improvement activity

10 MIN

Welcome & Introduction

- Knowledge check
- Expectations
- Agenda



5 MIN

Quality Improvement Tip

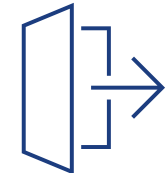
- IHI Model for Improvement Questions



5 MIN

Wrap-Up

- Looking ahead
- CME/Survey
- Resources



Subject Matter Expert Introduction

JEANNETTE HORTON, LMHC, GMHS

- LMHC = Licensed Mental Health Counselor
- GMHS = Geriatric Mental Health Specialist
- Experience working with co-occurring disorders
 - Mental health
 - Substance use
 - Medical health diagnosis
- US Army Veteran
- Currently a Behavioral Health Quality Improvement Consultant for WA State DSHS
 - Resident-specific consultation
 - Person-centered interventions for challenging behaviors

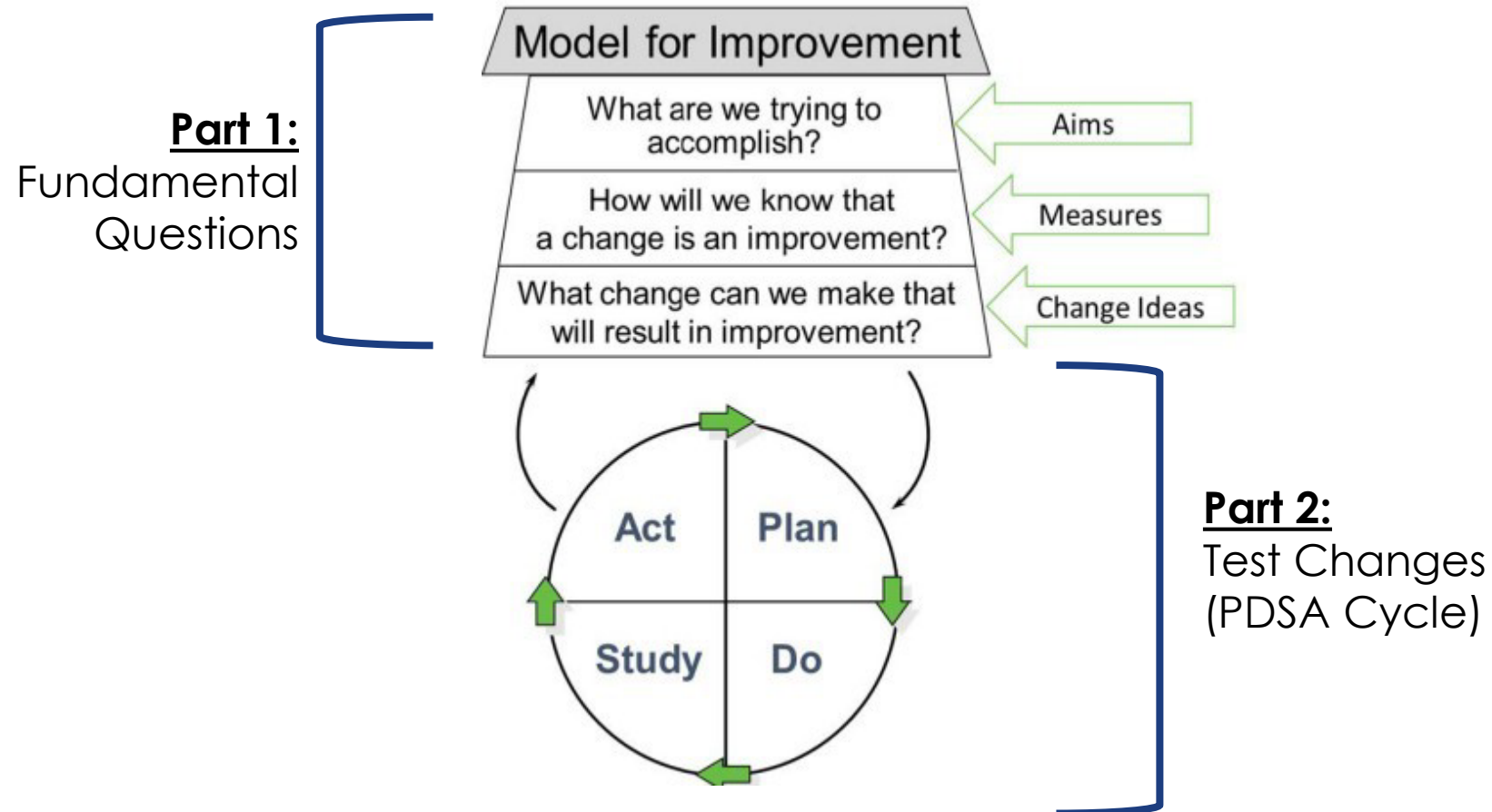


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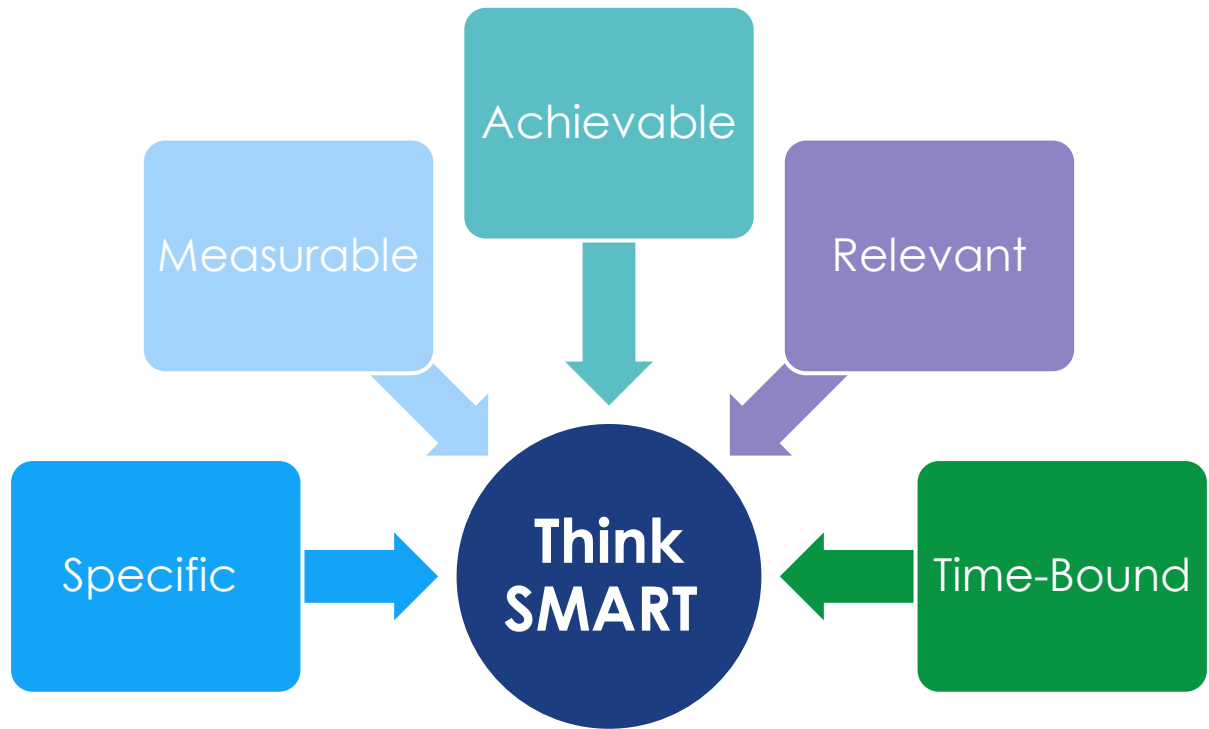
Quality Improvement Tip



IHI Model for Improvement

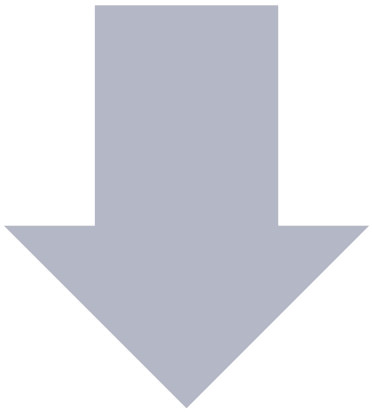


What Are We Trying to Accomplish?



Effective Aim Statement

Reduce the number of long-stay residents taking antipsychotics from 30% to 15% by Dec. 31, 2025.



Less Effective Aim Statement

Improve antipsychotic medication management.

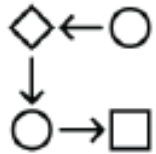
How Will We Know That a Change is an Improvement?



Outcome Measures

What is the endpoint? How does the system impact the residents?

Ex: Percentage of long-stay residents taking antipsychotics.



Process Measures

Are the parts in the system performing as planned?

Ex: Number of residents seeing a BH provider or started on dose reduction.



Balancing Measures

Are changes to improve one part of the system causing problems in other parts?

Ex: Number of long-stay residents who are prescribed antianxiety medication.

What Changes Can We Make That Will Result In Improvement?

A Change Concept

A general notion or approach to change that has been found to be useful in developing specific ideas for changes that lead to improvement.

Examples of Change Concepts

- Eliminate Waste
- Improve Workflow
- Optimize Inventory
- Error Proofing

Group Scenario Discussion

Situation – What is currently going on with the resident?

A resident is refusing to comply with care and acting aggressively towards staff.

Background – What is the clinical background or context?

A 52-year-old male admitted for rehab after a serious car accident that resulted in broken bones and a traumatic brain injury (TBI). He requires a wheelchair and assistance for transfers and hygiene tasks.

Assessment – What do we think the problem is?

After living alone with minimal support, he hates being in the facility and tries to do too much himself, risking further injury. Additionally, his TBI contributes to impulsivity and agitation. Staff are concerned about the increases in impulsivity and agitation and are worried about being able to continue to manage his behaviors.

Recommendation – What should we do to correct it?

Let's discuss!

Group Discussion: Initial Questions



What open-ended questions would you ask to try to get a conversation started with the resident?

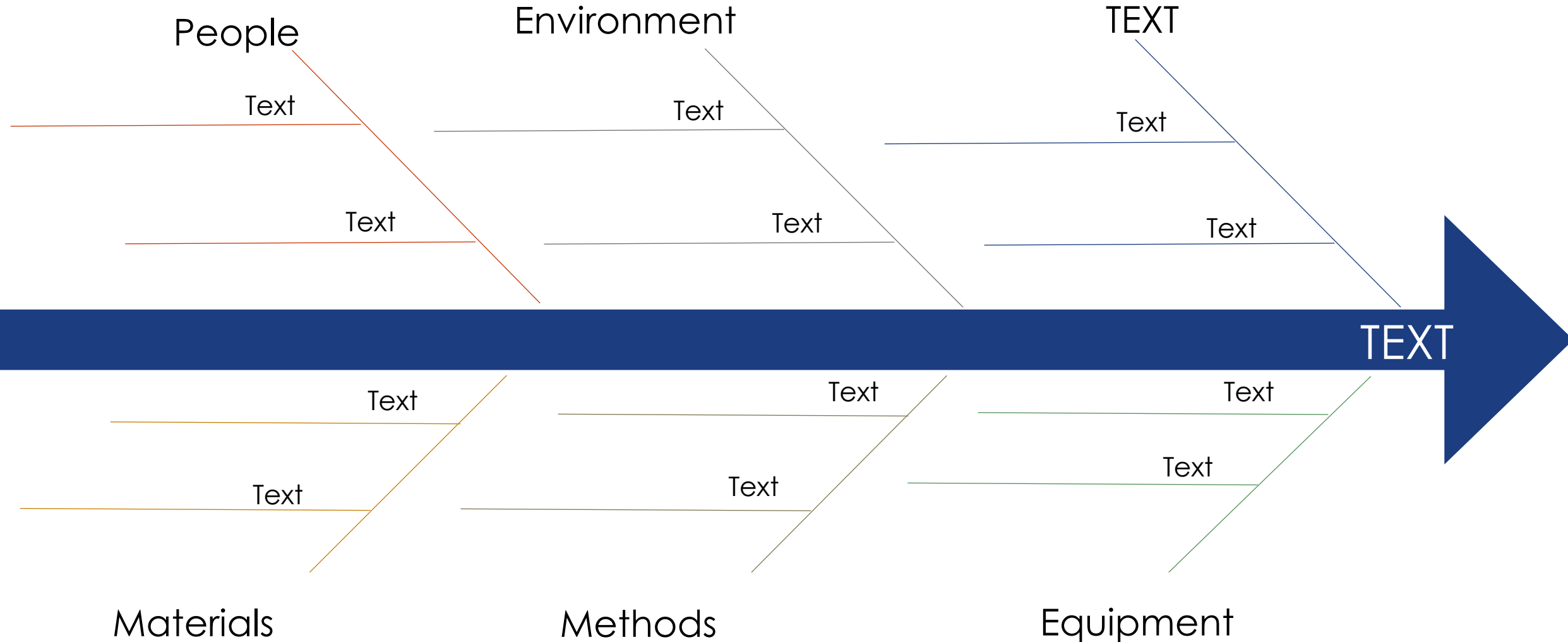


What would your improvement team do to figure out the root causes of the behaviors?



What other data or information would you want to know?

Fishbone: Resident Behaviors



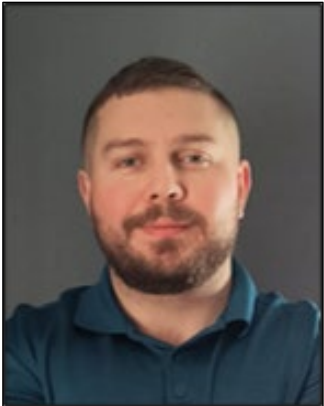
QI Action Steps

General Action Focus

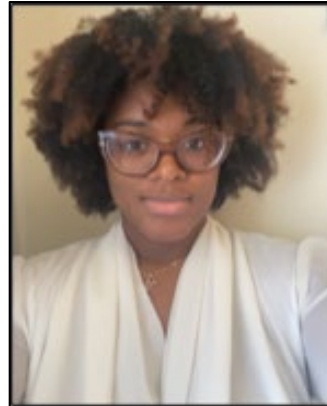
- Finish your root cause analysis if you have not already done so
- Identify a change that your team would like to test to address the root causes of your problem.
- Create an effective aim statement with your team using the SMART model
- Build a plan to consistently evaluate your improvement project by using the three (3) types of measurements.



COE-NF Regional Behavioral Specialists



Steven Shaw (R1)
CT, ME, MA, NH, RI, VT



Jornelle Blair (R2)
NY, NJ, PR, VI



Chevy Galon (R3)
PA, D.C., WV, VA, DE, MD



Sherri Creel (R4)
KY, TN, MS, AL, GA, SC, NC, FL



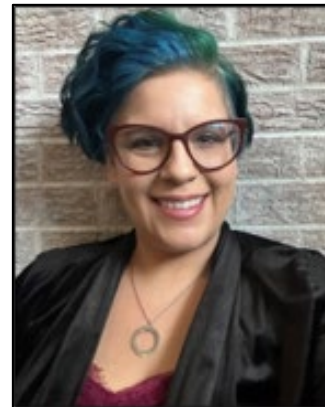
Amy Reeder (R5)
IL, IN, OH, MI, WI, MN



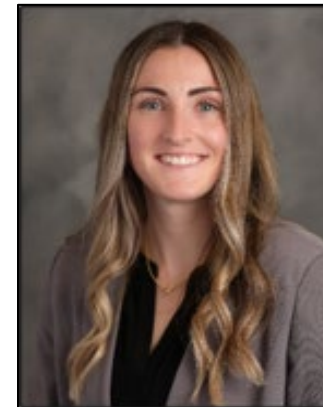
Crystal Daniel (R6)
AR, LA, NM, OK, TX



Amber Jennings (R7)
IA, KS, MO, NE



Stephanie Smith (R8)
CO, MT, ND, SD, UT, WY



Tara Bowsher (R9)
AZ, CA, HI, NV, AS, CNMI,
FSM, GU, MH, PW



David Rodriguez (R10)
AK, ID, OR, WA

Looking Ahead



SAVE THE DATE

PLEASE JOIN US FOR OUR UPCOMING SESSION

**De-Escalating Aggressive Behavior and Crisis Situations
in Residents**

presented by

Jeannette Horton

on

******, April ***, 2025, at ******

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.