

Taking a Deep Dive into Your Facility Assessment: Assessing Your Facility's Capacity for Behavioral Health Care



Presented by:

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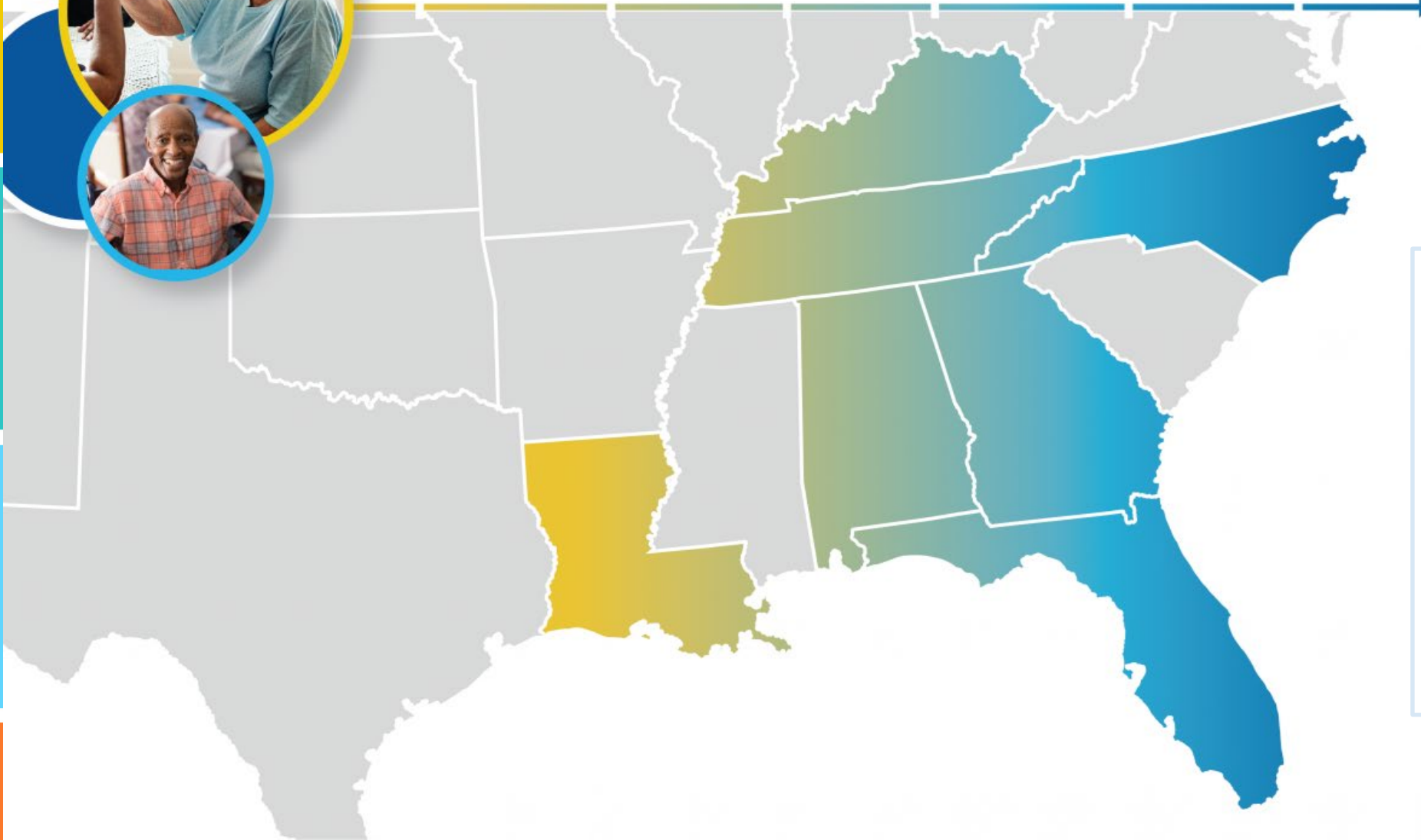
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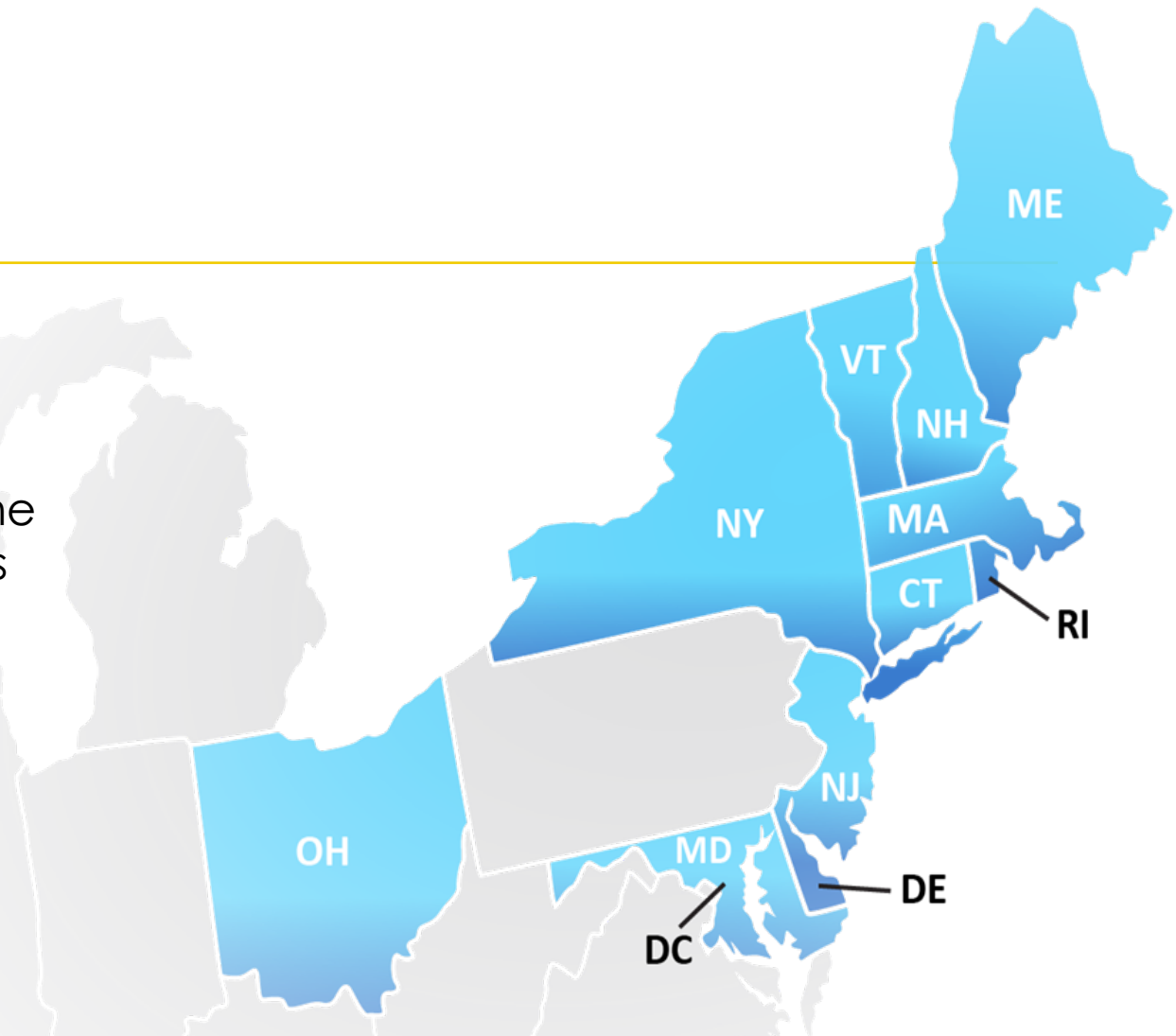
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SENIOR QUALITY IMPROVEMENT SPECIALIST

Amy is a licensed nursing home administrator with over 20 years of leadership and long-term care management experience. In addition to her work as a vice president of long-term care and facility administrator, she has served on the boards of the Genesee Health Facilities Association (as treasurer and education committee member) and the Genesee Health Facilities Foundation. She serves as a New York State Department of Health Informal Dispute Resolution (IDR) panel member and has been an adjunct clinical instructor of dental hygiene at Monroe Community College. Amy has a master's degree in health promotion and a bachelor's degree in health sciences.



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Lynn has more than 30 years of experience with regulatory agencies for community mental health centers and nursing homes and is a nationally recognized QI leader in long-term care, behavioral health and hospice and palliative care settings. Under her leadership, behavioral health and end-of-life care practice innovations generated through frontline staff quality improvement processes have been recognized as national best practices.

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Learning Objectives

- Understand and discuss existing versus revised facility assessment requirements.
- Assess behavioral health care capacity and identify gaps using behavioral health needs assessment.
- Explore ways to create an environment that prioritizes and recognizes behavioral health as a key component to physical health and functional outcomes.

Agenda

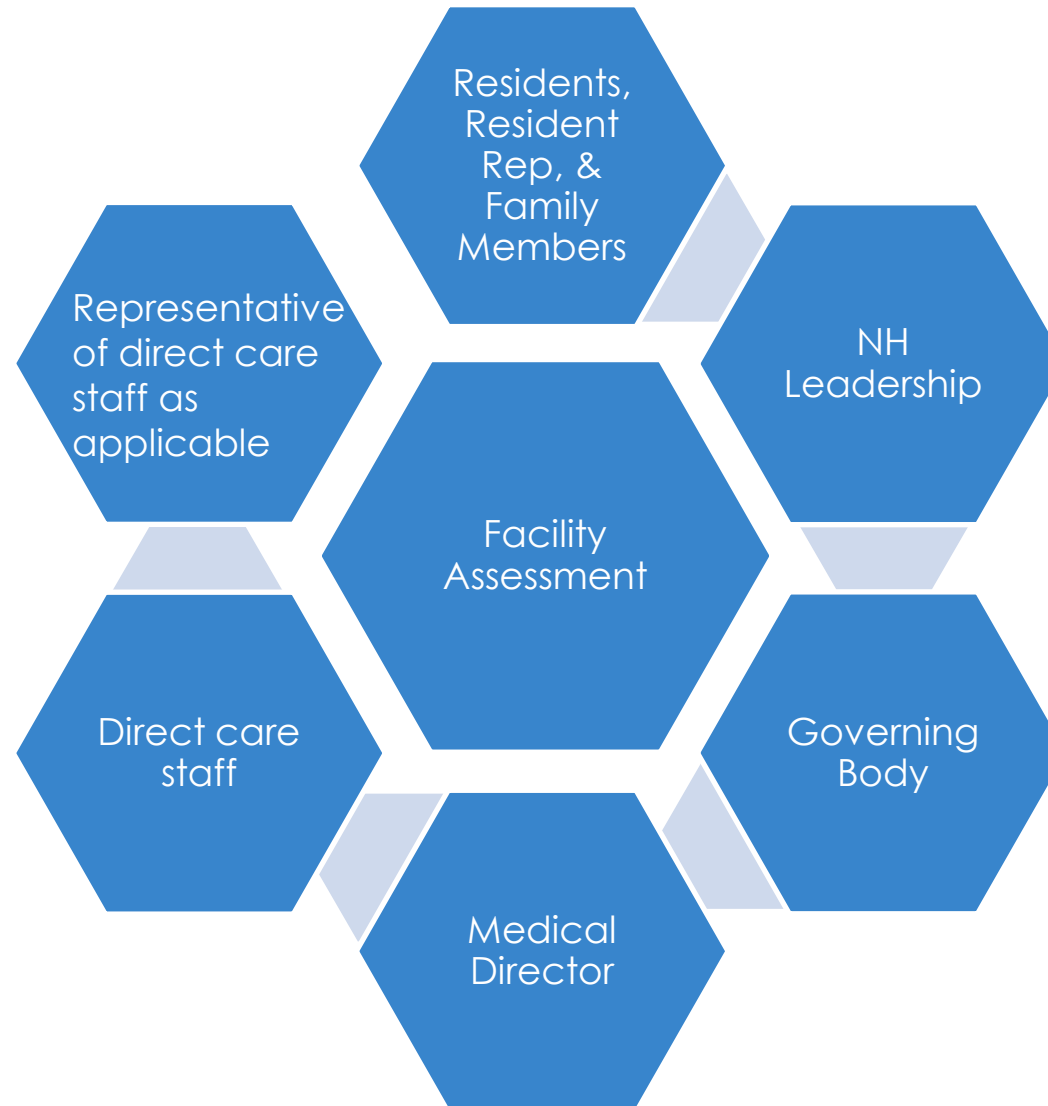
- Examine new facility assessment requirements for behavioral health
- Utilizing a facility behavioral health needs assessment
- Aligning a facility assessment with resident's behavioral health needs
- Using the IHI Model for Improvement to implement behavioral health interventions

Icebreaker

Your facility is adding a new service. What is the likelihood that you will update your facility assessment at the same time?

- A. Very likely
- B. If I remember, I'll do it right away
- C. It's probably not going to happen

Facility Assessment Inputs



Existing Facility Assessment Components

The facility must review and update that assessment as necessary, at least annually. It must also review and update this assessment whenever there is, or the facility plans for, any change that would require a substantial modification to any part of it.

- **Resident profile**
- **Services and care offered**
- **Facility resources needed**

[State Operations Manual Appendix PP \(Rev. 211, 02-03-23\)](#)

Revised Guidance for Facility Assessment Requirements Effective August 2024

“The facility must review and update that assessment, as necessary, and at least annually. The facility must also review and update this assessment whenever there is, or the facility plans for, any change that would require a substantial modification to any part of this assessment.”

- **Use of evidence-based, data-driven methods**
- Assess residents' physical and **behavioral health needs consistent with and informed by individual resident assessments as required under § 483.20**
- Address staff competencies **and skill sets** that are necessary to provide the level and types of care needed for the resident population
- Determine necessary resources during day-to-day operations **(including nights and weekends) and emergencies**. Assessment must address or include all personnel, including managers, nursing and other direct care staff (both employees and those who provide services under contract), and volunteers, as well as their education and/or training and any competencies related to resident care

[CMS QSO-24-13-nh](#)

Behavioral Health* Facility Needs Assessment

*Behavioral health refers to both mental illness and substance use conditions

Overview of the COE-NF Behavioral Health Needs Assessment

There are four vital steps to the behavioral health assessment:

Facility Characteristics and Needs

Identify needs based on the current prevalence of behavioral health diagnoses of the resident population. This can include looking at mental illness and substance use diagnoses, psychiatric medication use, incidents related to behavioral health, and more.

01

Facility Behavioral Health Capacity

Review and assess what is currently in place to address residents' behavioral health needs. A facility can determine what staff training has been completed and current staff training needs. It can also identify any specialized behavioral health staff and medication management available.

02

Identify Gaps Between Needs and Capacity

Examine the facility needs and its current capacity. This includes education and knowledge barriers and availability of culturally appropriate behavioral health service providers.

03

Develop and Implement Your Plan

Implement quality improvement plans to address any identified gaps.

04

COE-NF Behavioral Health Needs Assessment

Today's Presenter

Jacob Berelowitz, LNHA, LMSW, CPHQ, CCM

PROGRAM DIRECTOR, CENTER OF EXCELLENCE FOR BEHAVIORAL HEALTH IN NURSING FACILITIES

Jacob Berelowitz serves as the program manager of the Center of Excellence for Behavioral Health in Nursing Facilities.

Jacob has 15 years of clinical and administrative leadership experience as a nursing home administrator, director of social work, and social worker. He has served at nursing homes ranging in size from 700+ beds to 50 beds and has designed and implemented specialized nursing home units and programs to serve the behavioral health needs of residents.

Dually licensed as a nursing home administrator and master social worker, he holds a master's degree in social work from New York University and is also a certified professional in healthcare quality and a certified case manager.

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Nursing Facility Behavioral Health Needs Assessment

Why conduct a behavioral health needs assessment?

- Systematic way of identifying current behavioral health needs prevalent in facility's residents.
- Provides actionable data for planning staffing, training, and external resources/partnerships.
- Meets the requirement for a behavioral health component to the facility assessment that must be completed at least annually.



Nursing Facility Behavioral Health Needs Assessment

- CMS mentions behavioral health needs throughout the current State Operations Manual in guidance regarding behavioral health Ftags (F740-F745).
- Some examples:
 - Pg. 498: *“SUD and SMI care needs should be part of the facility assessment. The facility should determine if they have the capacity, services, and staff skills to meet the requirements of F741.”*
 - Pg. 507: *“The facility must consider the acuity of the population and its assessment in accordance with §483.70(e) – facility assessment. This includes residents with mental disorders, psychosocial disorders, or substance use disorders (SUDs), and those with a history of trauma and/or post-traumatic stress disorder (PTSD), as reflected in the facility assessment.”*
 - Pg. 508: Regarding sufficient staff to provide BH services: *“The facility must address in its facility assessment under §483.70(e) (F838) the behavioral health needs that can be met, and the numbers and types of staff needed to meet these needs.”*

Nursing Facility Behavioral Health Needs Assessment

Four Step Process

1. **Identify facility characteristics/needs** based on the prevalence of behavioral health needs in the current resident population.
2. **Identify facility capacity** to support residents with behavioral health needs.
3. **Identify gaps** between the facility's needs and capacity.
4. **Develop and implement a plan** to address the gaps in behavioral health capacity.



Identify Facility Behavioral Health Characteristics and Needs

Assessment areas include:

- Diagnosis of mental illness
- Medications
- Substance use disorders and history
- Trauma history
- PASSR Level 2
- Incidents



Mental Illness Diagnosis

Percentage and number of residents with a diagnosis of:

- **Schizophrenia**
 - **Bipolar Disorder**
 - **Major Depression**
-
- Can be gathered through a diagnosis search of your electronic medical records or a search of MDS item# I5700-16100.
 - Remember that this data is only as good as the person who entered it into the EMR or MDS.
 - Schizophrenia is misdiagnosed at times – ensure that those diagnoses are accurate and follow APA's diagnostic criteria.



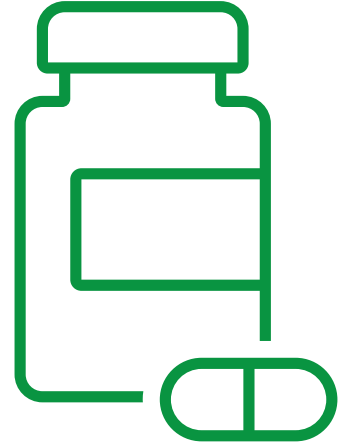
Medications

Number and percentage of residents prescribed:

- Antipsychotic medication
- Other psychotropic medication

Where can you find this info?

- Search your electronic medical record for medication orders
- Ask your pharmacy/consultant pharmacist



Substance Use Disorders and History

Number and percentage of residents with substance use disorders (SUD) and/or history.



Where can you find this?

- Start with a diagnosis search in the electronic medical record.
- History of SUD may be captured in social service assessments.
- If you can't find this easily, do you think facility staff know which residents have a SUD/history?



Note: SUD is not always captured in MDS, and it's up to the facility to identify a way to screen each resident.



Trauma History

Number and percentage of residents with a trauma history

Where can you find this?

- Start with a diagnosis search in the electronic medical record.
- History of trauma may be captured in social service assessments.
- If you can't find this easily, do you think facility staff are aware of which residents have a trauma history?

Note: Trauma history is not always captured in MDS, and it's up to the facility to identify a way to screen each resident.

Level 2 Preadmission Screening and Review (PASRR)

Number and percentage of residents with a Level 2 PASRR

- Total number of residents with level 2 PASRR
- Residents with level 2 and specialized services recommended

Where can you find this?

- Search of MDS item# A1500
- Does your facility keep a binder or file of all level 2 PASRRs? Maybe in social services?
- State PASRR database

Are there residents who may currently need a level 2 review?

Incidents Related to Behavioral Health

Number of monthly incidents/accidents related to mental illness or substance use disorders in the past six months.

- Incidents
- Psychiatric hospitalizations

Where can you find this:

- Review of incidents log (it's somewhat subjective).
- Review of admissions/discharge/transfer data in electronic medical records.

Step 2: Identify Facility Behavioral Health Capacity

What is currently in place at your facility to address behavioral health needs?

- Staff training on behavioral health skills and knowledge
- Psychiatry/medication management
- Psychotherapy
- Other specialized behavioral health staff
- Specialized care areas
- Community agency behavioral health partnerships



Staff Training on Behavioral Health

What trainings are currently offered to all staff that address skills and knowledge for working with residents with mental illness or substance use disorders?

- Are there any additional trainings offered to specific groups of staff?

Where can you find this?

- Ask the person responsible for staff in-services/education.
- Identify what trainings were completed in the past 12 months.



Psychiatry/Medication Management

Is there a psychiatrist (or psychiatric nurse practitioner) who evaluates residents and makes psychotropic medication recommendations?

- How often is the psychiatrist on-site at the facility?
- Are all recommendations reviewed by the attending physician and interdisciplinary team?

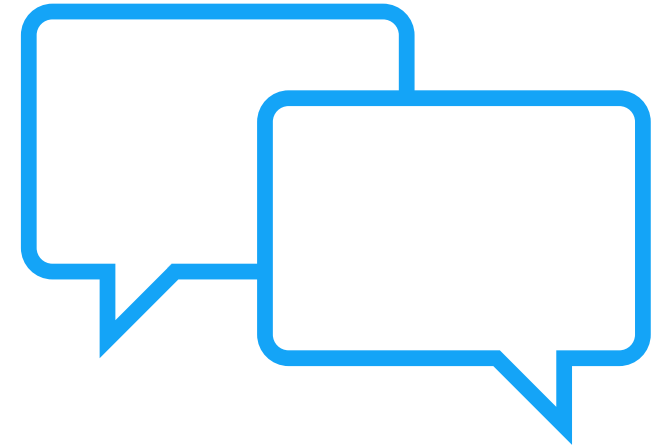
Where can you find this?

- Check the medical record for documentation of these reviews/recommendations.
- This might be managed by the Medical Director, Director of Nursing, or Social Services.

Psychotherapy

Are psychotherapy (talk therapy) services offered to residents?

- Psychotherapy providers are usually psychologists or clinical social workers.
- How often is the psychotherapist(s) on-site at the facility?
- Is psychotherapy offered in all needed languages?



Other Behavioral Health Specialists

Does your facility have any additional specialized staff to address behavioral health needs of residents?

- Psychiatric nurse practitioner
- Psychiatric nurse
- Behavioral specialist
- Activity specialist
- Behavioral tech



Specialized Care Areas

Does your facility have any specialized behavioral health care areas?

Specialized care areas are a model of co-horting residents with specific needs and providing specialized care to them.

- Staffing: Specific training, additional types or quantities of staff
- Environmental: décor, room capacity, restricted access

Community Agency Partnerships

Does your facility have any partnerships with local community behavioral health agencies?

- Psychiatric hospitals
- Mental health clinics
- Substance use treatment providers
- Medication Assisted Treatment clinics
- AA/NA groups
- Psychosocial clubhouses



Next Steps: Team Involvement

- **Step 3: Identify gaps** between the facility's needs and capacity.
- **Step 4: Develop and implement a plan** to address the gaps in behavioral health capacity.
- *The COE-NF offers many trainings and resources to help build capacity to meet behavioral health needs.*



Gap Analysis (JAMBOARD)

<https://jamboard.google.com/d/1209lulUGwrCoDAD07r5jCrDF7qcwuCq7aqmrHml5ltE/edit?usp=sharing>

Step 3: Identify Gaps Between Needs and Capacity

Please rate your facility in the following areas.

Staff Training (Mental Health)	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				
Staff Training (Substance Use)	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				
Psychiatry and Medication Management	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				
Psychotherapy	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				
Substance Use Treatment Access	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				

Mental Health Treatment Access	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				
Other behavioral health supports	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				
Specialized Care	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				
Community Partners	<input type="radio"/> Excellent	<input type="radio"/> Good	<input type="radio"/> Fair	<input type="radio"/> Needs Improvement
Identified gaps or barriers:				

Use Tomorrow

- Review the QSO
- Complete the Behavioral Health Facility Needs Assessment
- Identify gaps between needs and capacity
- Develop a strategy to address 1 need



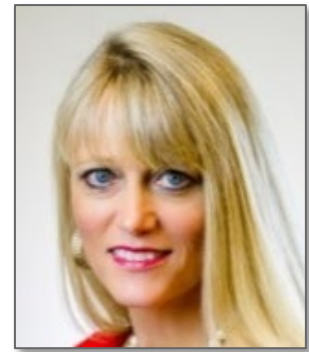
Questions?



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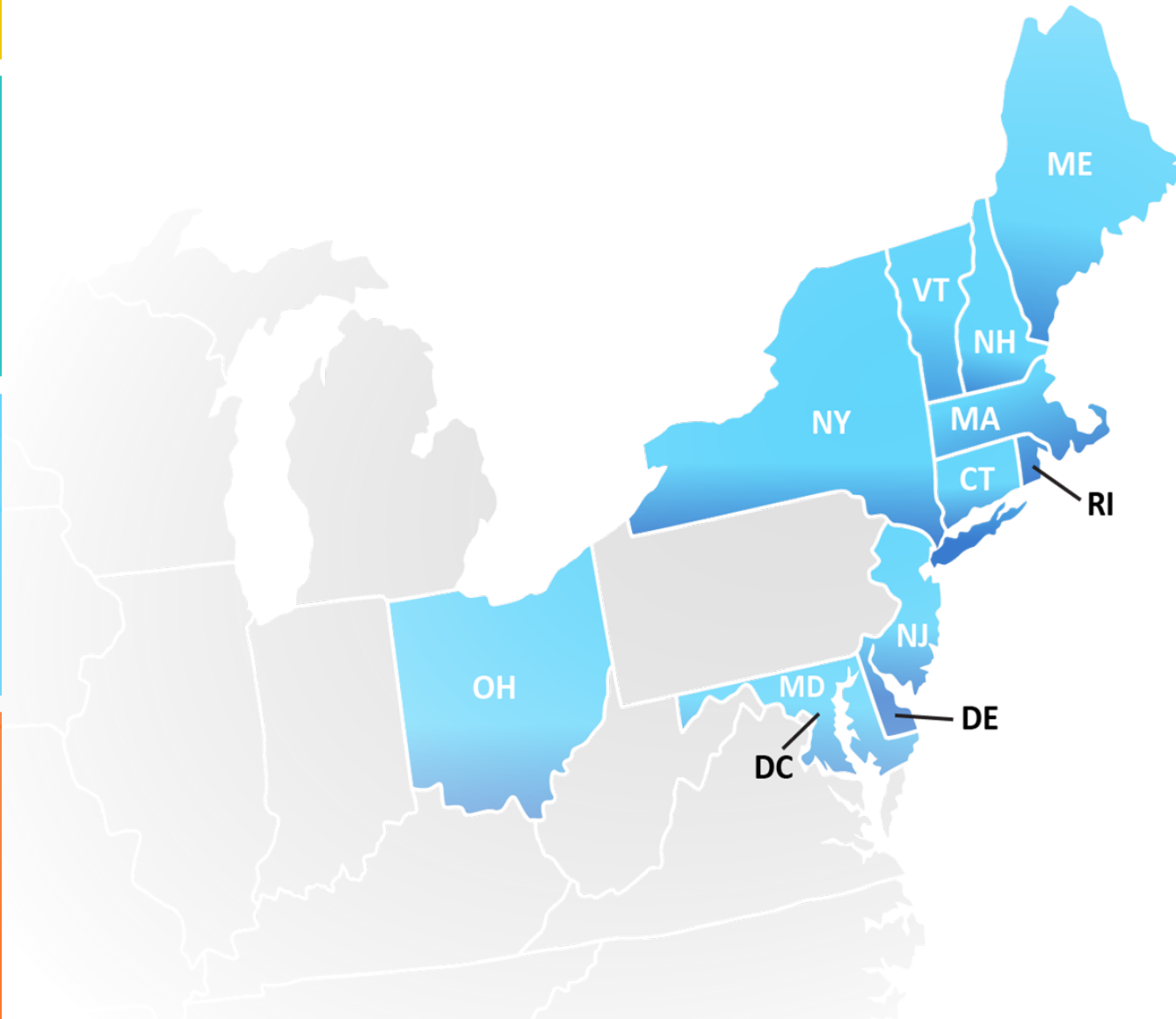


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