**Communication**

**Competency**

Leader’s Guide

**Communication**

**Leaders Guide**

Assisting residents to attain and maintain their highest level of function requires staff have the capabilities needed to effectively communicate with residents while providing individualized care and interactions with the resident.

In order to provide quality care, a process for meaningful, coordinated communication between all staff is essential to identify changes of condition, direct person-centered care, update on new needs and communicate resident assessed condition.

Communication methods used are individualized based upon assessment of the resident’s status, needed assistive devices or equipment and observation of customary routines. Documentation of communication needs and deficits are placed into the medical record, including the MDS and care plan, to ensure all staff have the capabilities needed to interact with the resident in a meaningful way, with use of assistive devices or equipment as identified.

Organizational Leaders will need to ensure competency of all staff members to effectively communicate with the resident to maintain their functional abilities and quality of life, the resident representative and members of the interdisciplinary team.

A solid approach to optimize communication systems includes:

* Review of policies and procedures
* Ongoing staff education
  + Communication strategies between the IDT
  + Communication/Interpersonal interaction with residents and resident representatives
* Observation of staff interactions
* Review of documentation
* Monitoring of proper use of communication assistive devices/equipment

Some of the areas of consideration to be reviewed and resource needs focused on effective communication include:

* Staff Resources
  + Licensed Nurses
  + CNA’s
  + Interdisciplinary Staff
* Documentation Considerations
  + Assessment/Evaluation of Resident
  + Assessment of Assistive device/equipment use
  + Care Planning
  + Monitoring of Communication Abilities
  + Use of the 24-hour report
  + Facility documentation on change of condition
  + Nurses Notes/Progress notes
* Education
  + Licensed Nurses
  + CNA’s
  + Interdisciplinary Staff
* Evaluation and Monitoring
  + Successful Communication techniques
  + System to Evaluate Effective Communication
  + QAPI Considerations
* Supplies and Equipment
* Availability of Devices
* Proper Use/Maintenance of Devices

**References and Resources**

Centers for Medicare & Medicaid Services State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities (Rev. 173, 11-22-17): <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf>

Centers for Medicare & Medicaid Services Long-Term Care Facility Resident Assessment Instrument 3.0 User’s Manual, Version 1.16. October 2018: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/MDS30RAIManual.html>

Centers for Medicare & Medicaid Services. LTC Survey Pathways (Download)

<https://www.cms.gov/medicare/provider-enrollment-and-certification/guidanceforlawsandregulations/nursing-homes.html>