**Communication**

**Competency**

Training Plan

**Training Plan – Communication**

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| **Training Name: Communication** | | |
|  | ❑ **Training** ❑ **Simulation** ❑ **Workshop** 🗹 **Presentation** | |
| ***Training Objectives*** | 1. Attendees will verbalize the importance of compliance with regulations for competency with communication 2. Attendees will be able to verbalize interventions for communication for residents with identified deficits 3. Attendees will verbalize expectations for verbal and written communication of resident condition, needs and follow up | |
| ***Connection to Overall Project Goals*** | * This training is part of the overall project to educate and support nursing facility operators and staff regarding the revised requirements of participation for nursing homes as it relates to communication. | |
| ***Participants:***  ***Who should attend?*** | For the purposes of this education, we will refer to the regulations for the competency for nursing staff communication  Education is offered in slide presentation form with speaker’s notes for use by each facility.  Participants:  Nursing Staff-RN, LPN, Nursing Assistant  Interdisciplinary Team-according to center policy regarding emergency procedure for hemorrhage and bleeding. | |
| **What training should they attend before this one?** | * No pre-requisite |
| **What training should they attend after this?** | * Annually, new licensed nurse hire and as needed |
| ***Facilitators:***  ***(How many trainers should participate and whom?)*** | ***One presenter will be needed to facilitate the presentation, discussion and post-test*** | |
| *Logistics Requirements* | *What is needed?* | * Communication slide presentation * Attendance Sheet |
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**TRAINING 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>

LTC Survey Pathways (Download)

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

Centers for Medicare & Medicaid Services. CMS Survey and Certification Group. Integrated Surveyor Training Website. Facilitating Communication in Individuals with Neurological Disease Also Know as “Communicating Skills” Video: <https://surveyortraining.cms.hhs.gov/pubs/VideoInformation.aspx?id=1035&cid=0000002926>

Centers for Medicare & Medicaid Services. Integrated Surveyor Training Website. Hand in Hand: A Training Series for Nursing Homes: <https://surveyortraining.cms.hhs.gov/pubs/HandinHand.aspx>