

- Infection control.
- Resident rights.
- Recognizing changes in residents that are inconsistent with their normal behavior and the importance of reporting those changes to the supervisory nurse.

A facility must maintain a record of all individuals, used by the facility as feeding assistants, who have successfully completed the training course for paid feeding assistants.

PROBES §483.95(h)

- Were paid feeding assistants observed working with residents in a manner that indicates a training need?
- Did interviews with residents and/or resident representatives indicate any areas where training was needed?
- What type of training do the paid feeding assistants report receiving about the concern or deficient practice identified by the surveyor?
- If the facility is using paid feeding assistants and the residents requiring assistance with eating are determined to have avoidable negative nutritional outcomes, request proof that the paid feeding assistants successfully completed a State-approved training program.

Tag 948 is only to be cited if it is determined the paid feeding assistant(s) has not completed a State-approved training program as specified in §483.160. It is not required to have an outcome deficiency cited for this tag to be cited related to staff training.

POTENTIAL TAGS FOR ADDITIONAL INVESTIGATION

If concerns related to the performance of the paid feeding assistant are identified, see 42 CFR §483.60(h) Paid Feeding Assistants, tag F811, for guidance.

F949

(Rev. 225; Issued: 08-08-24; Effective: 08-08-24; Implementation: 08-08-24)

§483.95 Training Requirements.

Training topics must include but are not limited to—

§483.95(i) Behavioral health.

A facility must provide behavioral health training consistent with the requirements at §483.40 and as determined by the facility assessment at §483.71.

GUIDANCE §483.95(i)

All facilities must develop, implement, and maintain an effective training program for all staff, which includes, at a minimum, training on behavioral health care and services (consistent with §483.40) that is appropriate and effective, as determined by staff need and the facility assessment (as specified at §483.71). For the purposes of this training

requirement, staff includes all facility staff, (direct and indirect care functions), contracted staff, and volunteers (training topics as appropriate to role).

Changes to the facility's resident population, staff turnover, the facility's physical environment, and modifications to the facility assessment may require ongoing revisions to the facility's training program.

There are a variety of available methods to provide training, including in-person instruction, webinars, and/or supervised practical training.

Supervised practical training means training in a setting in which instruction and oversight are provided by a person who has relevant education and/or experience specific to the subject of the training being provided.

All training should support current scope and standards of practice through curricula which detail learning objectives, performance standards, and evaluation criteria. There should be a process in place to track staff participation in the required trainings.

A behavioral health training course as determined by the facility assessment should include, at a minimum, the competencies and skills necessary to provide the following:

- Person-centered care and services that reflect the resident's goals for care;
- Interpersonal communication that promotes mental and psychosocial well-being;
- Meaningful activities which promote engagement and positive meaningful relationships;
- An environment and atmosphere that is conducive to mental and psychosocial well-being;
- Individualized, non-pharmacological approaches to care;
- Care specific to the individual needs of residents that are diagnosed with a mental, psychosocial, or substance use disorder, a history of trauma and/or post-traumatic stress disorder, or other behavioral health condition; and
- Care specific to the individual needs of residents that are diagnosed with dementia (CMS Hand in Hand: A Training Series for Nursing Homes is an example of training that addresses this area).

PROBES §483.95(i)

If there is a concern that the behavioral health needs of residents are not being met, utilize observations, interviews and review of training records to determine the following:

- Does staff demonstrate the skills needed to promote the highest practicable level of functioning for residents with identified behavioral health care needs?
- Can staff explain concepts learned in training?
- How does the facility assure that all staff interacting with residents are trained as required? This may include nursing, therapy, activity, housekeeping, dietary staff, and others, as needed.

- How does the facility assure that all facility staff, contractors, and volunteers are trained to interact with those residents with specific behavioral health care needs?
- Is the training program designed to address the residents' specific behavioral health care needs?
- How does the facility keep track of staff participation in required training?
- How does the facility monitor the effectiveness of the training program?
- How are changes implemented to the training program if desired outcomes are not achieved?
- Is the training curriculum based on the results of the facility assessment required at 483.71

Transmittals Issued for this Appendix

Rev #	Issue Date	Subject	Impl Date	CR#
<u>R229SOM</u>	04/25/2025	Revisions to State Operations Manual (SOM), Appendix PP	04/28/2025	N/A
<u>R225SOM</u>	08/08/2024	Revisions to State Operations Manual (SOM), Appendix PP	08/08/2024	N/A
<u>R211SOM</u>	02/03/2023	Revisions to State Operations Manual (SOM), Appendix PP	10/24/2022	N/A
<u>R208SOM</u>	10/21/2022	Revisions to State Operation Manual (SOM), Appendix PP Guidance to Surveyors for Long Term Care Facilities	10/24/2022	N/A
<u>R207SOM</u>	09/30/2022	Revisions to State Operation Manual (SOM), Appendix PP Guidance to Surveyors for Long Term Care Facilities	10/01/2022	N/A
<u>R173SOM</u>	11/22/2017	Revisions to State Operation Manual (SOM), Appendix PP Guidance to Surveyors for Long Term Care Facilities	11/28/2017	N/A
<u>R168SOM</u>	03/08/2017	Revision to State Operations Manual (SOM) Appendix PP - Incorporate revised Requirements of Participation for Medicare and Medicaid certified nursing facilities	03/08/2017	N/A
<u>R167SOM</u>	02/10/2017	Revision to State Operations Manual (SOM) Appendix PP - Incorporate revised Requirements of Participation for Medicare and Medicaid certified nursing facilities – Rescinded and replaced by Transmittal 168	02/10/2017	N/A
<u>R157SOM</u>	06/10/2016	Revisions to the State Operations Manual (SOM) - Appendix PP – Guidance to Surveyors for Long Term Care Facilities	06/10/2016	N/A
<u>R149SOM</u>	10/09/2015	State Operations Manual (SOM) for All Types of Providers and Suppliers Subject to Certification	10/09/2015	N/A
<u>R133SOM</u>	02/06/2015	Revisions to State Operations Manual (SOM), Appendix PP – “Guidance to Surveyors for Long Term Care Facilities”	02/06/2015	N/A
<u>R130SOM</u>	12/12/2014	Revisions to State Operations Manual (SOM), Appendix PP – “Guidance to Surveyors for Long Term Care Facilities”	12/12/2014	N/A
<u>R127SOM</u>	11/26/2014	Revisions to State Operations Manual (SOM), Appendix PP – “Guidance to Surveyors for Long Term Care Facilities”	11/26/2014	N/A

<u>R107SOM</u>	04/04/2014	State Operations Manual (SOM) Appendix PP LTCF revisions for Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)	04/04/2014	N/A
<u>R70SOM</u>	01/07/2011	Revisions to Appendix PP, State Operations Manual (SOM):Guidance to Surveyors for Long-Term Care Facilities (LTC) for Minimum Data Set (MDS) Implementation October 1, 2010 – Rescinded and replaced by Transmittal 70	10/01/2010	N/A
<u>R66SOM</u>	10/01/2010	Revisions to Appendix PP, State Operations Manual (SOM):Guidance to Surveyors for Long-Term Care Facilities (LTC) for Minimum Data Set (MDS) Implementation October 1, 2010 – Rescinded and replaced by Transmittal 70	10/01/2010	N/A
<u>R55SOM</u>	12/02/2009	Revisions to Appendix PP, - “Guidelines for Long-Term Care Facilities”, Tag F441	09/30/2009	N/A
<u>R54SOM</u>	11/30/2009	Revisions to Appendix PP, - “Guidelines for Long-Term Care Facilities”, Tag F441 – Rescinded and replaced by Transmittal 55	09/30/2009	N/A
<u>R52SOM</u>	09/25/2009	Revisions to Appendix PP, - “Guidelines for Long-Term Care Facilities”, Tag F441 – Rescinded and replaced by Transmittal 54	09/30/2009	N/A
<u>R51SOM</u>	07/20/2009	Revisions to Appendix PP, - “Guidelines for Long-Term Care Facilities”, Tag F441 – Rescinded and replaced by Transmittal 52	09/30/2009	N/A
<u>R48SOM</u>	06/12/2009	Revisions to Appendix PP, - “Guidelines for Long-Term Care Facilities”	06/12/2009	N/A
<u>R41SOM</u>	04/10/2009	Revisions to Appendices P and PP	04/10/2009	N/A
<u>R36SOM</u>	08/01/2008	Revisions to Appendix PP - Interpretive Guidelines for Long-Term Care Facilities, Tags F325 and F371	09/01/2008	N/A
<u>R26SOM</u>	08/17/2007	Revised Appendix P and Appendix PP-New Tag F373	08/17/2007	N/A
<u>R22SOM</u>	12/15/2006	Revisions to Appendix P and PP	12/18/2006	N/A
<u>R21SOM</u>	10/20/2006	Revised Appendix P & Appendix PP-New Tag F334	10/15/2006	N/A
<u>R19SOM</u>	06/01/2006	Revisions to Appendix PP	06/01/2006	N/A
<u>R15SOM</u>	11/28/2005	Medical Director Guidance	11/25/2005	N/A

<u>R14SOM</u>	11/25/2005	Medical Director Guidance – Replaced by Transmittal 15	11/25/2005	N/A
<u>R12SOM</u>	10/14/2005	Appendix PP Technical Corrections	10/14/2005	N/A
<u>R08SOM</u>	06/28/2008	Revision of Appendix PP-Section 483.25(d)-Urinary Incontinence, Tags F315 and F316	06/27/2005	N/A
<u>R07SOM</u>	06/27/2005	Revision of Appendix PP-Section 483.25(d)-Urinary Incontinence, Tags F315 and F316 – Replaced by Transmittal 8	06/28/2005	N/A
<u>R05SOM</u>	11/19/2004	Revisions to Appendix P and Appendix PP	11/19/2004	N/A
<u>R04SOM</u>	11/12/2004	Guidance to Surveyors for Long Term Care Facilities	11/12/2004	N/A
<u>R01SOM</u>	05/21/2004	Initial Release of Pub 100-07	N/A	N/A