

# **Communications in Long-term Care Facilities**

**Provider Resources & Education Program  
Bureau of Survey & Certification**

December 2024

# Continuing Education Requirements/Learner Outcome

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To earn continuing education, the learner must:

- Register to attend.
- Attend 100% of the presentation.
- Receive an 80% pass rate on the knowledge check.
- Complete an evaluation.

Other participants will receive a certificate of completion.

Desired learner outcome: 100% of the learners will self-report increased knowledge regarding communications in long-term care facilities.

# Provider Statement

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- Ohio Department of Health is approved as a provider of continuing education for:
  - Ohio Department of Health is approved as a provider of nursing continuing professional development by Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.
  - Social Workers by the Ohio Counselor, Social Worker, and Marriage and Family Therapist Board.
  - Licensed Nursing Home Administrators by the by the Ohio Board of Executives of Long-Term Services & Supports.

# Disclosure Statement

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No one with the ability to control the content of this activity has a relevant financial relationship with an ineligible company.

# Course Completion Requirements

- Watch the training, “Communications in Long-term Care Facilities.”
- Play the interactive game, “Who wants to be a Great Communicator.”
- Complete the five-question knowledge check.
- Complete the course evaluation.

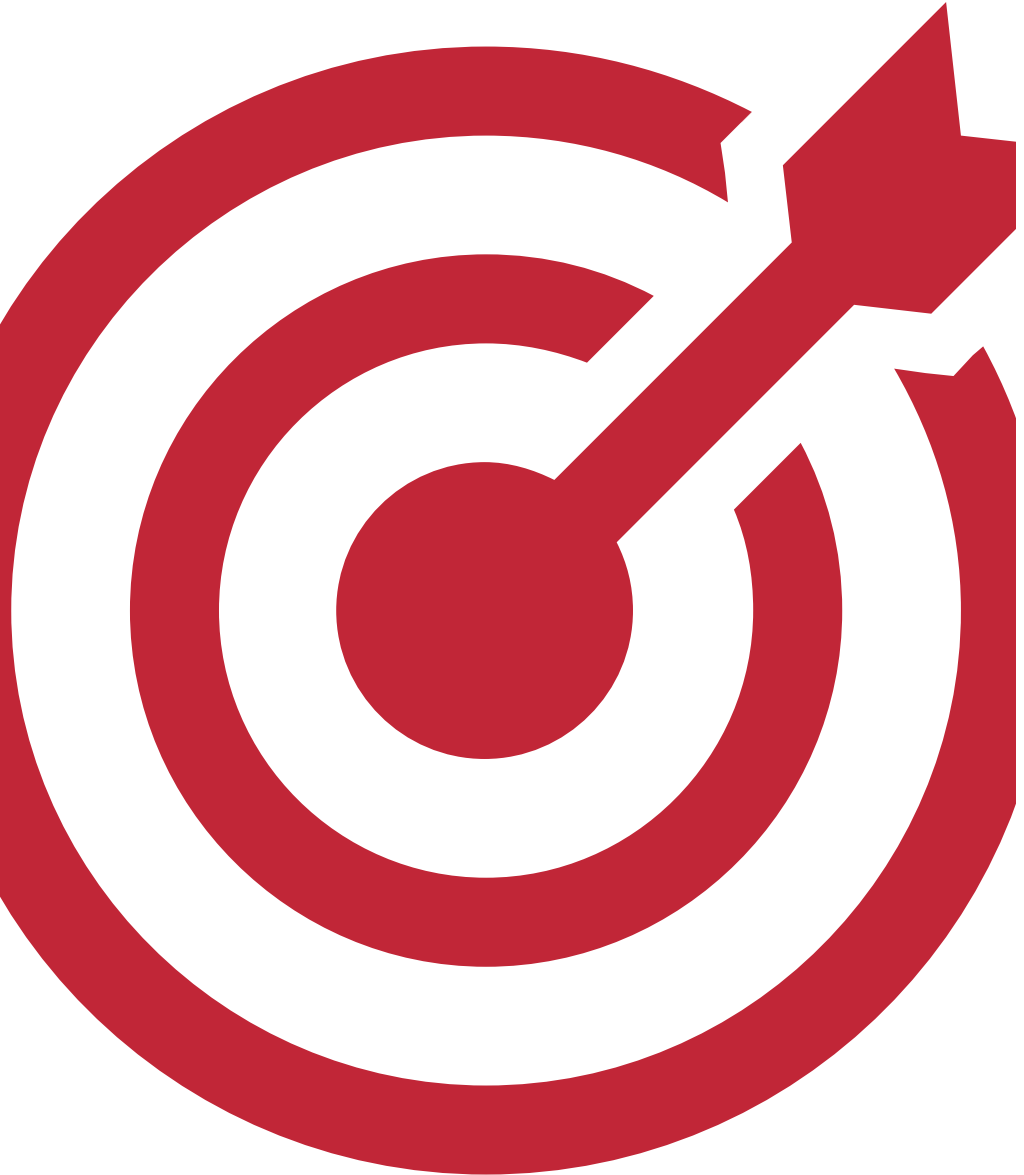
# Learning Outcomes



Upon completion of this training, the learner will be able to:

- Define effective communication.
- Apply federal guidance on communication with residents.
- The learner will understand and apply the process of communicating with a resident.
- Recognize and apply the federal regulations in reference to resident communication.

# Defining Effective Communication



# Learning Outcome

The learner will  
define effective  
communication.



“The most important thing in communication is to hear what isn’t being said.”

Peter Drucker



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# Social interactions

- “Social interactions in nursing homes are often limited.”
- It only accounts for approximately **11% of the time** the aides spend in the nursing home.
- This communication is neutral and task-oriented.

- [Communication skills training in a nursing home: effects of a brief intervention on residents and nursing aides](#)

# Defining Effective Communication Activity

How would you define effective communication?

- **Think** about your response and write it down.
- **Pair** with a partner and share your responses and reflect.
  - What was similar? What was different?
- **Share** with a group of four and reflect.
  - How has your definition changed?



# §483.95(a) Communication

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- A facility **must include effective communications** as mandatory training for direct care staff. F941
- **Effective communication describes a process of dialogue between individuals.**
  - The skills include:
    - Speaking to others in a way they can understand.
    - Listening actively to verbal communication.
    - Observing verbal and non-verbal cues.
- **Ensures that information provided to the resident is provided in a form and manner that:**
  - Access to communication in a manner residents understand.





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# Benefits of Being an Effective Communicator

- Residents have a higher quality of life.
- Residents are less aggressive.
- Residents are less depressed.
- Staff has a higher degree of job satisfaction.
- Families are happier and that leads to improved relationships.
- Caregiver stress is less.

# Federal Guidance on Effective Communication



# Learning Outcome

The learner will apply federal guidance on communication with residents.

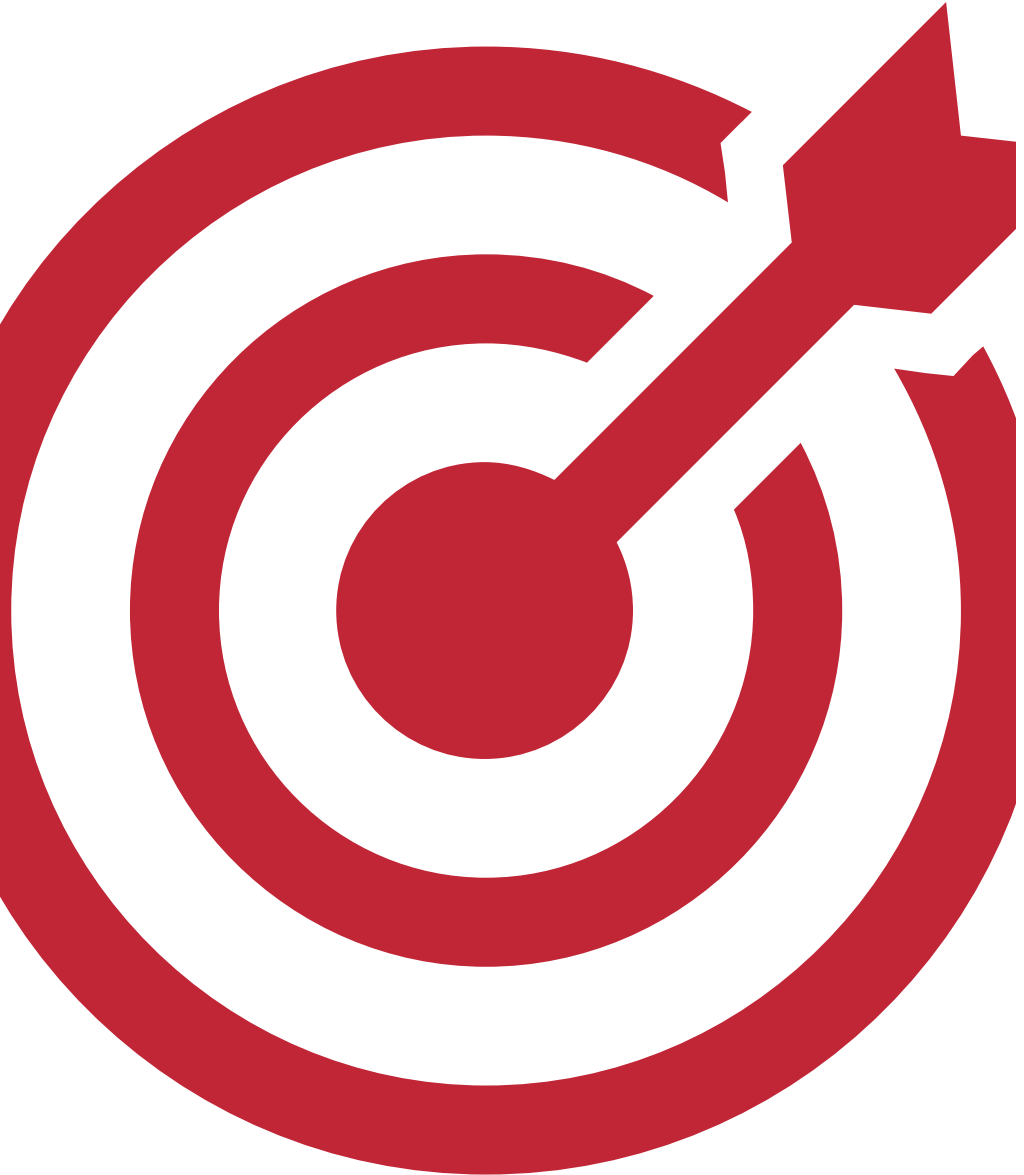
# BE A SMART TALKER

## Communication Guidance 483.95 (a)

<p><b>Begin</b> sitting face-to-face.</p> <p><b>Engage</b> residents by identifying yourself &amp; using the resident's name.</p>	<p><b>Take</b> time to use visual aids and other assistive devices as needed.</p> <p><b>Avoid</b> distractions.</p>
<p><b>Address</b> one topic at a time.</p>	<p><b>Listen</b> carefully to resident's responses and questions.</p>
<p><b>Speak</b> slowly, clearly &amp; in a normal tone.</p> <p><b>Maintain</b> eye contact.</p> <p><b>Allow</b> extra time to converse with residents.</p> <p><b>Repeat</b> back what the person says to make sure there is understanding.</p> <p><b>Tune</b> into body language.</p>	<p><b>Keep</b> questions simple.</p> <p><b>Eliminate</b> assumptions and adjust communication methods as needed.</p> <p><b>Remember</b> to keep a positive attitude.</p>



# The Communication Process



# Learning Outcome

The learner will understand and apply the process of communicating with a resident.

# The Process for Communication with a Resident

Approach the resident

Make a personal connection

Perform a positive action starter



## Tips for Talking to Residents

1. Speak with a friendly, non-bossy or critical tone of voice.
2. Use a deep pitch of voice.
3. Speak slowly.
4. Keep the conversation easy and not pressured or fast.



# Approaching the Resident

- Knock on the resident's door.
- Stand in their view.
- Smile.
- Be relaxed and comfortable.
- Greet the resident by their name.
- Approach from the front.
- Move to their side.
- Ensure your conversation is private.



# Make a Personal Connection

- Greet or meet.
- Say something nice.
- Be friendly.
- Notice something.
- Be curious.

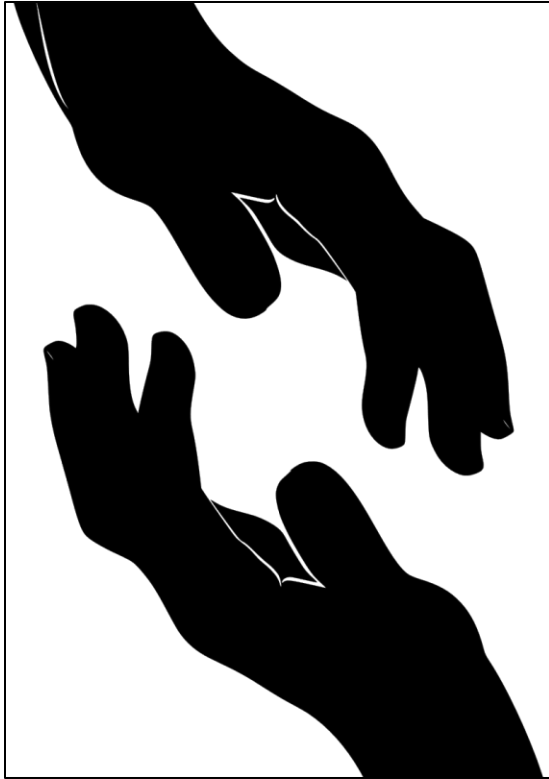




# Perform a Positive Action Starter

- Help.
- Try.
- Give choice.
- Be short and simple.
- Use step-by-step method.

# Tools to Support the Communication Process



Non-Verbal Cues



Pause and Reset





# Use Non-Verbal Cues

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Place item or tools in hand.

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Place hand on shoulder or back.

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Give guidance with hand.

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Provide support hand-under-hand.



# Take a Pause and Reset

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Assists with keeping the focus on the relationship rather than the agenda.

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Maintains curiosity when looking at pieces of the puzzle.

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Helps support others with compassion.

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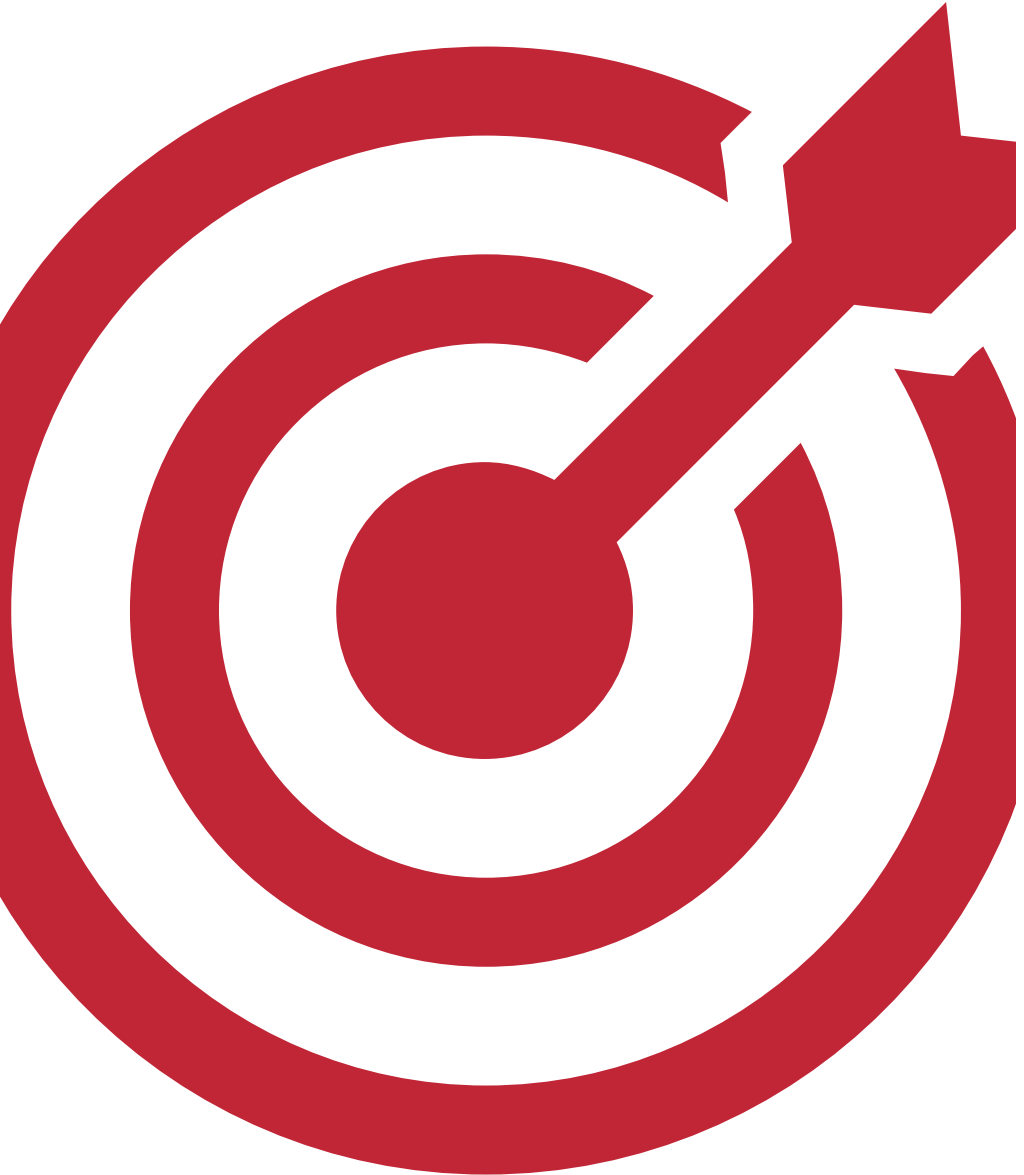
Aids with authentic connection.

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Empowers others.

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# Federal Regulations on Resident Communication



# Learning Outcome

The learner will recognize and apply the federal regulations in reference to resident communication.

# F940 Training Regulations

A facility must develop, implement, and maintain an effective training program for all new and existing staff; individuals providing services under a contractual arrangement; and volunteers, consistent with their expected roles. A facility must determine the amount and types of training necessary based on a facility assessment as specified at [§ 483.71](#).

## F552 Right to be Informed/Make Treatment Decisions

The right to be fully informed in a language that he or she can understand of his or her total health status, including but not limited to, his or her medical condition.

## F573 Right to Access/Purchase Copies of Records

The facility must ensure that information is provided to each resident in a form and manner the resident can access and understand, including in an alternative format or in a language that the resident can understand.

# F576 Internal & External Communication

The facility must protect and facilitate the resident's right to communicate with individuals and entities within and external to the facility, including reasonable access to:

- A telephone, including TTY and TDD services.
- The internet, to the extent available to the facility.
- Stationery, postage, writing implements and the ability to send mail.



# F676 Activities of Daily Living (ADLs)/ Maintain Abilities

A resident is given the appropriate treatment and services to maintain or improve his or her ability to carry out the activities of daily living.

The facility must provide care and services for maintaining communication skills including:

- Speech.
- Language.
- Other functional communication systems.

# Additional Communication F-tags

- 636: Comprehensive assessment of communication abilities.
- 637: Need for comprehensive assessment after change.
- 641: Accuracy of assessments.
- 655: Documenting abilities in the baseline care plan.
- 656: Developing and Implementing the comprehensive communication plan.
- 657: Care plan timing and revisions.
- 655: Documenting abilities in the baseline care plan.

## F685 Treatment/Devices to Maintain Hearing/Vision

**Vision and hearing.** To ensure that residents receive proper treatment and assistive devices to maintain vision and hearing, the state home must, if necessary, assist the resident in:

- Making appointments.
- Arranging for transportation to and from the office of a practitioner specializing in the treatment of vision or hearing impairment or the office of a professional specializing in the provision of vision or hearing assistive devices.

Now that we have reviewed some of the facets of communication, let's play.



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**Who Wants to be a  
Great Communicator?**

# Resources

- [Ftag of the Week – F941 Communication Training](#), CMS Compliance Group, Inc.
- [Communication skills training in a nursing home: effects of a brief intervention on residents and nursing aides](#)
- [Talking With Your Older Patients](#)
- [When is Enough, Enough?: A Positive Approach to Finding Balance in a Caring Life](#), Teepa Snow
- [State Operations Manual](#)
- [Communication and Sensory Problems Critical Elements Pathway](#)

# QUESTIONS?

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[PREP@odh.ohio.gov](mailto:PREP@odh.ohio.gov)

[ODH.OHIO.GOV/PREP](https://odh.ohio.gov/prep)



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