



*South Carolina Initiative to Improve Dementia Care
and Eliminate Off-Label Antipsychotics*

Coordinated by LeadingAge South Carolina

www.leadingagesc.org

QUICK TIPS

Maximizing Hand in Hand Training

CMS developed Hand in Hand to provide nursing homes with a high-quality staff training program that emphasizes person-centered care in the care of residents with dementia and in the prevention of abuse.

In 2012 CMS mailed to all nursing homes a free copy of the Hand in Hand manual containing all videos and written instructions to be able to provide training. The original CMS training program consists of six 1-hour modules that include training videos, instructor guides, and handouts. The modules provide four 1-hour training sessions on dementia care and two 1-hour sessions on abuse. CMS now offers a self-paced on-line version and a downloadable five module version of the training, available at: <https://surveyortraining.cms.hhs.gov/pubs/HandinHand.aspx>

The best way to offer the training is all at once to every staff member. While this is a major undertaking, it is also a major boost as everyone learns the same information virtually at the same time. The concepts and practices in Hand in Hand then become shared language that unites different departments. Given the interactive nature of the training, staff across departments have an opportunity to interact with each other in ways that don't normally occur. When classes have staff from different departments learning together the training becomes more than just training; it becomes a building wide team building opportunity.

Doing the training all at once provides each learner with a comprehensive understanding of the subject matter. It provides the time needed to absorb the content. One hour sessions can be piecemeal. Doing all the sessions together also saves time. While each 1-hour module is designed to be used either as part of the whole training or as a stand-alone, when offered as a package the entire training of six modules can be done in five hours. This is because some of the training videos are used more than once. If you are only offering training one module at a time over the course of six months the videos have to be re-seen to be remembered, but if you are doing the whole training all together there is no need to re-show the same videos, thus cutting a 6-hour training to five hours.

Modules on dementia - 1, 3, 4, & 6: These four modules are an excellent way to improve staff skills in caring for residents with behavioral symptoms related to dementia through individualized, person-centered care. While the target audience is nursing assistants, these four modules can be used to train all facility staff in how to respond to residents with dementia.

Modules on abuse 2 & 5: (combined in on-line version): These modules explain what is abuse, how to recognize signs of abuse, and how to report it. They depict how abuse can occur with nursing homes residents made all the more vulnerable by their dementia.



***South Carolina Initiative to Improve Dementia Care
and Eliminate Off-Label Antipsychotics***

Coordinated by LeadingAge South Carolina

www.leadingagesc.org

A key to success is follow-up and reinforcement by supervisors and managers. Refer back to the training as you commend staff for using what they've learned and as you need to remind staff of these effective practices in caring for residents with dementia.