

Welcome to the webinar:

Nursing Home Social Services and COVID-19

The webinar will begin at 10:30

August 27, 2020



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Organizations**

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Nursing Home Social Services and COVID-19

COVID-19 Workshop Series

August 27, 2020



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Housekeeping and Requests



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For today's call, everyone is muted.

- Please use the Chat box (right side of your screen) for questions and comments.
 - This webinar will be presented in an interview style, question and answer format and is intended to be conversational versus PowerPoint based. Although we have a variety of questions prepared, we want to answer YOUR questions – please type questions in the Chat box and send to “all participants”
- If we are unable to get to your question today, we will follow up with you
- Use to the Chat box to let us know who's here today – your name, organization and role

The IPRO QIN-QIO Who We Are



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The IPRO QIN-QIO

- A federally-funded Medicare Quality Innovation Network–Quality Improvement Organization (QIN-QIO)
- 12 regional CMS QIN-QIOs nationally

IPRO:

New York, New Jersey, and Ohio

Healthcentric Advisors:

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

Qlarant:

Maryland, Delaware, and the District of Columbia



Working to ensure high-quality, safe healthcare for
20% of the nation's Medicare FFS beneficiaries

Focus Areas Across Settings



Quality Improvement Organizations
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Nursing Homes

- ✓ Working with more than 1,500 of the nursing homes in the region

Community Coalitions

- ✓ Communities that encompass at least 65% of the Medicare beneficiaries in each state
- ✓ Members collaborating to improve outcomes for the communities they serve:

- Acute Care Hospitals
- Critical Access Hospitals
- Federally Qualified Health Centers
- Home Health Agencies

- Skilled Nursing Facilities
- Physician Practices
- Pharmacies
- Community Based Organizations

Cross-Cutting Priority Areas

- Health Information Technology
- Health Equity
- Trauma-Informed Care
- Patient & Family Engagement
- Rural Health
- Vulnerable Populations



Program Focus Areas



Behavioral Health & Opioid Use



Patient Safety



Chronic Disease Self-Management



Care Transitions



Nursing Home Quality

Quality Innovation Network – Quality Improvement Organizations (QIN-QIOs)

- Bring together healthcare providers, stakeholders, and Medicare beneficiaries to improve the quality of healthcare for targeted health conditions
- Work toward better care, healthier people & communities, and smarter spending
- Catalyze change through a data-driven approach to improving healthcare quality
- Collaborate with providers, practitioners and stakeholders at the community level to share knowledge, spread best practices and improve care coordination
- Promote a patient-centered model of care, in which healthcare services are tailored to meet the needs of patients

Our Speakers



Amy Restorick Roberts, PhD, LSW, is an Associate Professor in Family Science and Social Work at Miami University and a Research Fellow at the Scripps Gerontology Center in Oxford, Ohio. With nearly a decade of experience working in a continuing care retirement community, her scholarship aims to improve the quality of life of older people and strengthen systems of long-term care services and supports.



Jennifer Heston-Mullins, PhD, LISW is a Research Scholar with Scripps Gerontology Center at Miami University in Oxford, Ohio. Jennifer began her career as a state tested nurse aide and she has been a licensed social worker in the state of Ohio for 23 years. Her practice has included experience in adult protective services, hospice, home- and community-based care management, skilled nursing, rehabilitation discharge planning, and assisted living. Her research includes explorations of the experiences and roles of direct care workers; person-centered care; family caregiving; individual and family planning and decision-making; end-of-life values and decision-making; and program evaluation.



Mercedes Bern-Klug, PhD, MSW, MA, director of the School of Social Work at the University of Iowa, is a gerontological social work researcher specializing in advance care planning and proxy medical decision-making in the context of advanced chronic illness. Much of her research pertains to the role of nursing home social workers' involvement with families. She is the editor of, *Transforming Palliative Care in Nursing Homes: The Social Work Role* (Columbia University Press).

Nursing Home Social Services and COVID-19

Amy Restorick Roberts, PhD, MSSA, LSW

Associate Professor, Family Science and Social Work, Miami University

Jennifer Heston-Mullins, PhD, LISW

Research Scholar, Scripps Gerontology Center, Miami University

Mercedes Bern-Klug, PhD, MSW

Professor and Director, School of Social Work, University of Iowa

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Objectives

- » Understand the role of social services in nursing homes and how it has been impacted by COVID-19
- » Appreciate the connection between social service staffing and quality outcomes
- » Describe the socio-demographic characteristics of people serving as social services directors
- » Introduce the National Nursing Home Social Work Network (NNHSWN) and its resources

The Role of Nursing Home Social Services

- » Nursing home social services are responsible for:
 - » Psychosocial well-being
 - » Assessment
 - » Advocacy
 - » Communication
 - » Family relations
 - » End-of-life care planning
 - » Admissions (sometimes)



Two Important R's in the Era of COVID-19

Resilience

Residents' Rights



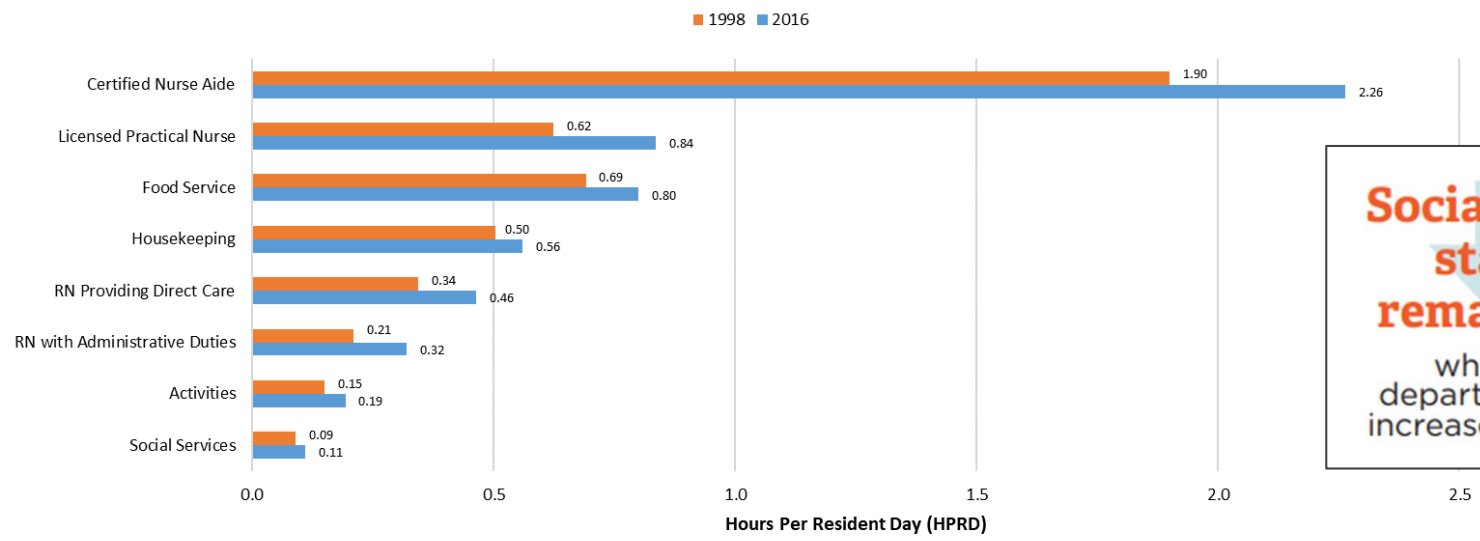
Impact of Social Service Staffing on Nursing Home Quality and Resident Outcomes

AMY RESTORICK ROBERTS, AUSTIN C. SMITH, JOHN R. BOWBLIS

Research Brief | March 2019

Nursing Home Staffing Over Time

Figure 1. Nursing Home Staffing Levels in 1998 and 2016



Social service staffing remains low,
while other departments have increased over time

Social Services Staffing and Quality Outcomes

Deficiency scores
are reduced

2x more

by increasing
social services vs.
nursing staff

Table 1. Cost-Effectiveness of Adjustments to Staffing Relative to Social Services

Staffing Type	Effectiveness in Reducing Deficiency Scores
Activities Staff	5.9% less effective
Registered Nurses with Administrative Duties	53.2% less effective
Registered Nurses with Providing Direct Care	65.1% less effective
Housekeeping	80.8% less effective
Food	81.0% less effective
Certified Nurse Aide	85.3% less effective
Licensed Practical Nurse	94.7% less effective

Note: Calculations of deficiency scores derived from Table 4 (Bowblis & Roberts).⁵

Social Services Staffing and Quality Outcomes

Higher qualifications make a positive impact on older adults' overall health and well-being.

- » Reduction in behavioral symptoms and the use of antipsychotic medications.
- » Increased ability to return home after a short-term stay.



Characteristics of Social Services Directors

- » Only facilities with more than 120 beds are required to have a full time “social worker”
- » For CMS in nursing homes, “Qualified Social Worker” for a nursing home does not require a degree or license in social work.
- » About half with SS have one SS (31% have 2)
- » 93% of Social Services Directors are FT
- » 47% have 10+ years experience

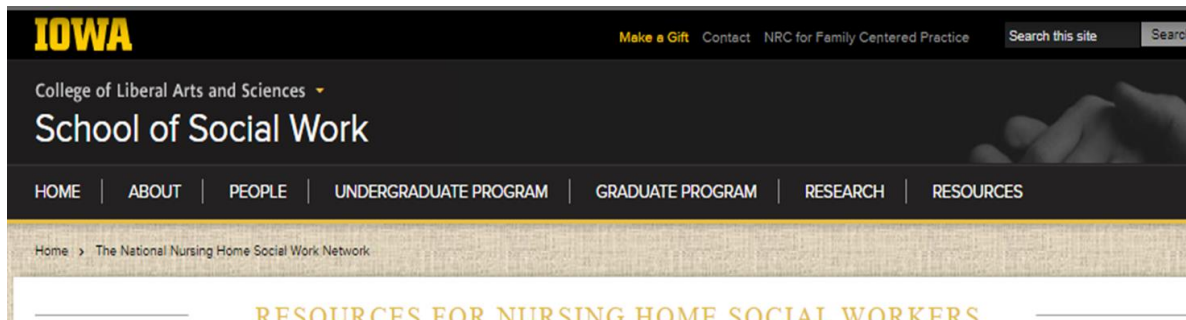
Introduction to NNHSWN

- » Support groups - Support Sessions
- » Web page – with resources
- » Webinars – free and publicly available
- » Information dissemination through listserv
- » Advocacy through and with other groups
- » Publications

Core Volunteers of the NNHSWN

- » **Bob Connolly**, retired CMS
- » **Carolyn Daniels**, Barry University
- » **Amy Restorick Roberts**, Miami University
- » **Lilly Allen**, Louisiana State University
- » **Colleen Galambos**, University of Wisconsin-Milwaukee
- » **Denise Gammonley**, University of Central Florida
- » **Joy Ernst**, Wayne State University
- » **Paige Hector**, Paige Ahead Education & Consulting, LLC
- » **Jennifer Heston-Mullins**, Miami University
- » **Deirdre Downes**, LTC Director of Social Work, NYC
- » **Jean Munn**, Florida State University
- » **Roberta Greene**, retired University of Texas
- » **Rosemary Chapin**, retired, University of Kansas
- » **Joan Davitt**, University of Maryland
- » **Elise Beaulieu**, LTC consultant, Boston, MA
- » **Nancy Kusmaul**, University of Maryland, Baltimore County
- » **Mercedes Bern-Klug**, University of Iowa

Resources Posted on Web Page



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Federal Proposed Rule Changes for LTC Facilities

Webinars ▾

The National Nursing Home Social Work Network

Books & Reports

Listserv

Locating Journal Articles

NH Social Services Study

Other Resources

Researchers

Social Work Role Responsibilities

The National Nursing Home Social Work Network

View

Edit

COVID-19 is threatening nursing homes across the country. Residents, especially those with compromised health, are especially vulnerable. Staff without proper safety equipment are vulnerable. Families, unable to touch and communicate with their loved ones, are suffering. Social workers and social services staff members are on the front lines of providing emotional care to residents and families, going above and beyond the call of duty every single hour.

*We are a national group of social work researchers and advocates, all dedicated to nursing home social work, and we have curated the **list of excellent resources below** to help support nursing home social workers, which we will continue to update*

[The National Nursing Home Social Work Network](#)

Resources to support your staff

- [Lessons Learned from the COVID-19 Outbreak at Canterbury Rehab](#) – In this podcast interview with GeriPal.org, Dr. Jim Wright, Medical Director of the 190-bed Canterbury Rehabilitation and Healthcare Center in Richmond, VA where 108 residents had tested positive for COVID-19 as of early April, talks candidly about Canterbury's experience and shares a downloadable "lessons learned" document that may help staff at other nursing facilities better prepare for a COVID-19 outbreak. Please note: This interview describes intense scenarios. A transcript of the interview is also provided.
- [Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic](#) – This Viewpoint published in JAMA Network summarizes key considerations for supporting the health care workforce so health care professionals are equipped to provide care for their patients and communities.
- [Empowering Staff During Pandemic](#), by Paige Hector, LMSW, excerpted from Extended Care Products, Inc newsletter: Nursing & Assisted Living Facility Professional
- [How to Reduce COVID-19 Spread in Long-Term Care Facilities: Challenges and Recommendations](#), from Johns Hopkins Bloomberg School of Public Health Center for Health Security
- [Stress First Aid for LTC Staff](#) (Ithaca College and University of Rochester).

Resources to support yourself

- May 28, 2020 ZOOM presentation by social worker, Paige Hector, ["Resilience in the Time of Uncertainty and Exhaustion"](#) (1 hour--excellent!!)
- [NASW Social Work Talks Podcast: Self Care for Social Workers During the Coronavirus Pandemic](#) – In this 18-minute podcast, Kristen Lee, Ed.D., LICSW, talks about how social workers can practice self-care during the coronavirus pandemic.
- [Breathing Box Method](#) – This short video is part of the Take A Deep Breath Pranayama Series and guides the viewer through a Navy Seal tactic called "Box Breathing" or "Square Breathing" that is helpful in triggering

[The National Nursing Home Social Work Network](#)

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Resources -
residents,
families,
staff, self &
family

Recent Publications

Letter

Nursing Home Social Work During COVID-19

Nancy Kusmaul , Mercedes Bern-Klug, Jennifer Heston-Mullins, Amy R. Roberts & Colleen Galambos

Published online: 10 Jul 2020

Download citation

<https://doi.org/10.1080/01634372.2020.1787577>

Check for updates

Full Article

Figures & data

References

Citations

Metrics

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Click to increase image size

JOURNAL OF GERONTOLOGICAL SOCIAL WORK
<https://doi.org/10.1080/01634372.2020.1787577>

 **Routledge**
Taylor & Francis Group

LETTER

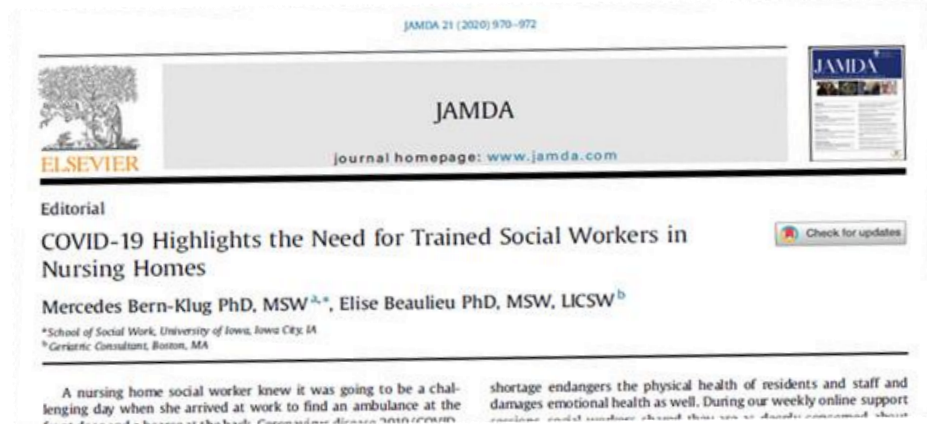
Check for updates

Nursing Home Social Work During COVID-19

As the impacts of COVID-19 on nursing facilities became apparent, the members of the U.S. based National Nursing Home Social Work Network (NNHSWN) immediately considered what it could offer as a useful response to assist nursing home social workers working in facilities. The NNHSWN was brought together nearly a decade ago by Dr. Mercedes Bern-Klug at the University of Iowa School of Social Work and Bob Connolly, a social worker and Centers for Medicare and Medicaid Services (CMS) retiree who had worked on developing the Minimum Data Set or MDS. Membership consists primarily of social work researchers interested in nursing homes, most of whom have work experience in that setting. Readers of this journal may be familiar with Dr. Bern-Klug's and Mr. Connolly's publication and work on obtaining comments and policy suggestions on the proposed nursing home regulations in 2016 (Bern-Klug et al., 2016).

[Nursing Home Social Work During COVID-19 - Journal of Gerontological Social Work](#)

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[COVID-19 Highlights the Need for Trained Social Workers in Nursing Homes - Journal of the American Medical Directors Association](#)

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Resources

Bern-Klug, M., Byram, E., Steinberg, N. S., Garcia, H. G., & Burke, K. C. (2018). Nursing home residents' legal access to onsite professional psychosocial care: Federal and state regulations do not meet minimum professional social work standards. *The Gerontologist*, 58(4), e260-e272.

doi:<https://doi.org/10.1093/geront/gny053>

Bern-Klug, M., & Kramer, K. W. O. (2013). Core functions of nursing home social service departments in the United States. *Journal of the American Medical Directors Association*, 14(1), 75.e1-75.e7. doi:

<https://doi.org/10.1016/j.jamda.2012.09.004>

Bowblis, J. R., & Roberts, A. R. (2018). Cost-effective adjustments to nursing home staffing to improve quality. *Medical Care Research and Review*. doi: 10.1177/1077558718778081

Greene, R. & Dubus, N. (2020). *Promoting Resilience in Nursing Homes through Social Interactions During the Pandemic* [Webinar] <https://www.youtube.com/watch?v=7d6v6myUIYs&feature=youtu.be>

Kusmaul, N. (2020). COVID-19 and nursing home residents' rights. *Journal of the American Medical Directors Association*. <https://doi.org/10.1016/j.jamda.2020.07.035>

Resources

Kusmaul, N., Bern-Klug, M., Heston-Mullins, J., Roberts, A. R., & Galambos, C. (2020). Nursing home social work during COVID-19. *Journal of Gerontological Social Work*. <https://doi.org/10.1080/01634372.2020.1787577>

National Association of Activity Professionals. (2020). COVID 19 Resident Council Meeting Forms. <https://naap.info/wp-content/uploads/2020/05/NCCAP-COVID-19-Resident-Council-Meeting-forms.pdf>

National Association of Social Workers (NASW). (2003). *Standards for social work services in long-term care facilities*. Washington, DC: NASW Press.

Roberts, A. R., & Bowblis, J. R. (2017). Who hires social workers? Structural and contextual determinants of social service staff in nursing homes. *Health & Social Work*, 42(1), 15-23. doi: 10.1093/hsw/hlw058

Roberts, A. R., Smith, A., C., & Bowblis, J. R. (2019). Impact of social service staffing on nursing home quality and resident outcomes. Scripps Gerontology Center, Miami University, Oxford, Ohio.

Simons, K., Bern-Klug, M., & An, S. (2012). Envisioning quality psychosocial care in nursing homes: The role of social work. *Journal of the American Medical Directors Association*, 13, 800-805. doi:10.1016/j.jamda.2012.07.016

Comments?

Photo Credits

Slide 3

Social worker with couple: <http://www.homehealthallianceinc.com/home-health-care-medical-social-worker>

Social worker with resident in the hall <https://www.renewhomehealth.com/medical-social-working/>

Slide 4

Three workers in masks <https://chhs.gmu.edu/news/584716>

Social worker with resident in the window <https://www.csw.utk.edu/covid-19-essential-social-workers/>

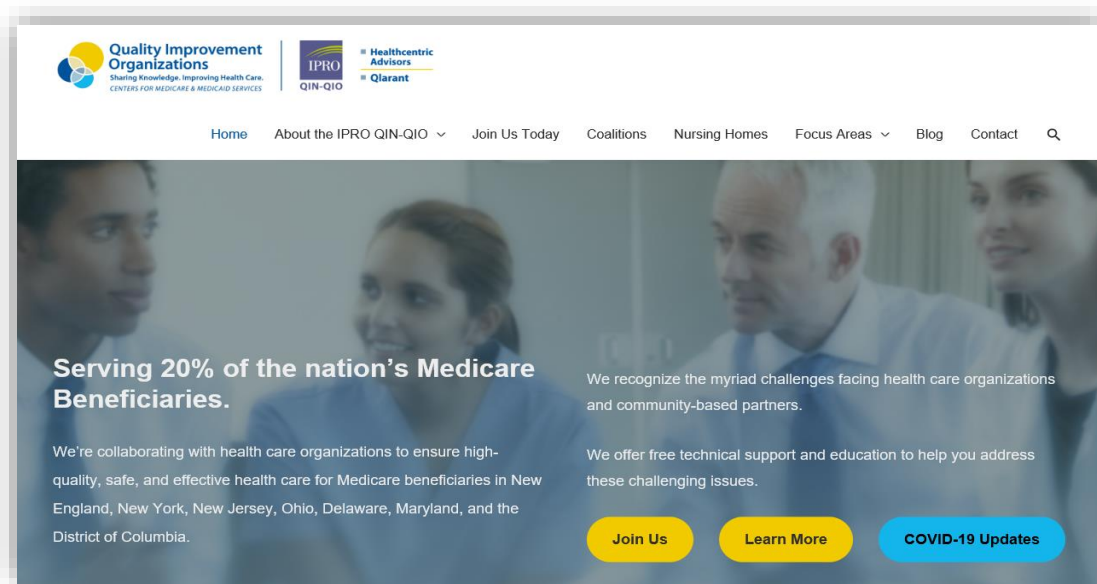
Slide 7

Social worker with resident <https://familycomforthospice.org/the-role-of-the-social-worker-in-end-of-life-care/>

Learn More & Stay Connected

<https://qi.ipro.org/>

Follow IPRO QIN-QIO



The screenshot shows the homepage of the IPRO QIN-QIO website. At the top, there are logos for Quality Improvement Organizations, IPRO QIN-QIO, Healthcentric Advisors, and Qlarant. Below the logos is a navigation bar with links: Home, About the IPRO QIN-QIO, Join Us Today, Coalitions, Nursing Homes, Focus Areas, Blog, and Contact. The main content area features a large image of four healthcare professionals in a meeting. Overlaid on the image is the text: "Serving 20% of the nation's Medicare Beneficiaries." Below this, it states: "We're collaborating with health care organizations to ensure high-quality, safe, and effective health care for Medicare beneficiaries in New England, New York, New Jersey, Ohio, Delaware, Maryland, and the District of Columbia." To the right of this text, there are two columns of text. The first column says: "We recognize the myriad challenges facing health care organizations and community-based partners." The second column says: "We offer free technical support and education to help you address these challenging issues." At the bottom of the main content area, there are three buttons: "Join Us", "Learn More", and "COVID-19 Updates".



This material was prepared by the IPRO QIN-QIO, a collaboration of Healthcentric Advisors, Qlarant and IPRO, serving as the Medicare Quality Innovation Network-Quality Improvement Organization for the New England states, NY, NJ, OH, DE, MD, and the District of Columbia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. 12SOW-IPRO-QIN-T1-A5-20-111

