



**Ref: S&C-02-03**

**DATE:** October 30, 2001

**FROM:** Director  
Survey and Certification Group  
Center for Medicaid and State Operations

**SUBJECT:** Training Request for CMS's Nutrition/Hydration Awareness Campaign

**TO:** Associate Regional Administrators, DMSO  
State Survey Agency Directors

The purpose of this memorandum is to request the Survey Agency to provide training on the Nutrition/Hydration Awareness Campaign. The campaign has been in effect for the past 2 years with the completion of Phase 1 this past summer. Phase 2 is currently being planned and will build on the success of Phase 1.

### **Background**

The Nutrition and Hydration Awareness Campaign is part of the CMS "Nursing Home Oversight and Monitoring Program" which resulted from the GAO report on the large number of nursing home deaths related to malnutrition, dehydration and untreated pressure ulcers. The campaign is an important adjunct to the emphasis on the quality of care protocols for unintended weight loss and dehydration that has been incorporated into the survey process.

### **Phase I**

In October 2000 CMS mailed out two copies of the *Nutrition and Hydration Care: A Fact Pac for Nursing Home Administrators and Managers*, to 17,000 Medicare/Medicaid nursing facilities in the United States. A tracking study was conducted this past Spring to verify receipt and distribution of *Fact Pac* materials. Seventeen facilities were visited in six states (California, Connecticut, Georgia, Michigan, Ohio, and Pennsylvania) to obtain reactions to the materials and to determine how facilities used the inservice components. The tracking study also included telephone interviews with various facility staff to determine how the materials were introduced to and being used by the target audience, the Certified Nursing Assistants (CNA's).

Results of Phase I revealed the Fact Pac information was positively received by the facility staff distributed to CNA's and implemented when they performed their daily routines. CNA's reported that Fact Pac materials "made them more aware" and "more likely to report problems" concerning Nutrition/Hydration issues.

## **Phase II**

In Phase II, this CMS campaign will target Dietary Managers, Registered Dietitians and Director's of Nursing to maximize and incorporate good nutrition and hydration practices to enhance dining services in nursing facilities.

CMS's contractor, Academy for Educational Development (AED) will be conducting telephone interviews and on-site visits in 20-30 certified nursing facilities in preselected States. Training materials based upon these "best practices" may be developed.

## **Training**

The Code of Federal Regulations (42 CFR 488.334 - Educational Programs) states: "A State must conduct periodic educational programs for the staff and residents of SNF's and NF's in order to present current regulations, procedures, and policies on the survey, certification and enforcement process under this subpart and subpart F of this part."

According to the State Operations Manual (SOM Rev. 10, P-77, Section IX - Information Sharing), "in conjunction with conducting surveys, the State should provide information to the facility about care and regulatory topics that would be useful to the facility for understanding and applying best practices in the care and treatment of long term care residents."

CMS is requesting the SA provide training to LTC surveyors and providers on the existence of the Nutrition/Hydration campaign, including a review of the campaign materials. Encourage surveyors to inform facilities on the availability of the materials if, during the course of survey, weight loss, pressure ulcers or hydration issues are of concern. We request that SA's report their training activities to the Regional Office (RO). We recognize that State SA's may have already conducted training on this campaign and we would like that information forwarded as well. A brief PowerPoint presentation on the campaign is available from the regional office for use by the SA if desired.

**Effective Date:** This training request is effective immediately.

**Training:** This training request should be shared with the SA/regional office training coordinators.

/s/

Steven A. Pelovitz