

CENTER OF EXCELLENCE
FOR BEHAVIORAL HEALTH IN NURSING FACILITIES

Schizophrenia In–Service Toolkit

Welcome to the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF) Schizophrenia In-service Toolkit for staff development.

This training toolkit is designed to provide nursing facilities with guidance on how to deliver high-quality behavioral health training for staff at all levels, whether they work directly or indirectly with residents. Helping nursing facility staff increase their behavioral health knowledge is essential for improving resident care. Behavioral health training equips staff with the skills to manage complex behavioral needs effectively and safely; boosts staff confidence in working with residents with behavioral health disorders; and may also assist with meeting training requirements. According to §483.40, a facility must provide behavioral health training consistent with the facility assessment at §483.71. (Participation in this training does not guarantee compliance with this requirement.)

The Schizophrenia Toolkit training materials will help staff recognize and effectively support nursing facility residents diagnosed with schizophrenia. The toolkit provides guidance on identifying common symptoms, exploring treatment options, and creating a safe and supportive environment for residents living with schizophrenia.

This training strengthens the team's ability to provide compassionate care and fosters a culture of empathy and understanding within the facility.

The training will take approximately **60 minutes** to complete when done in a group setting and **30 minutes** when completed independently. It includes the following three segments:

1. FACT SHEET

The fact sheet is a one-page information sheet that attracts attention and persuades action based on the content.

2. BITE-SIZED LEARNING

The bite-sized learning is a 5 to 10-minute narrated PowerPoint presentation for a deeper dive into the topic.

3. MODULE

The module is a 15 to 20-minute structured learning course. The module begins with a mandatory pre-test and concludes with a mandatory post-test, which is required to receive a certificate of completion.

Training Delivery Options

Learners can take this training in two ways, based on their availability - by completing the online independent training or by attending an in-person group training event.

To access the fact sheets, bite-sized learning videos, and modules referenced in this toolkit, please visit the Centers for Medicare & Medicaid Services' Nursing Home Training and Resources page: <https://www.cms.gov/about-cms/what-we-do/nursing-homes/providers-cms-partners/training-resources>.

1. Online Independent Training

Learners can work at their own pace.

- A. Review the fact sheets: **Schizophrenia Facts** and **Schizophrenia vs. Dementia: Recognizing Differences and Overlaps**.
- B. Watch the bite-sized learning to gain a deeper understanding of schizophrenia, explore the benefits and risks of antipsychotic medications, and learn strategies to care for residents with a schizophrenia diagnosis: **Schizophrenia and Antipsychotics -BSL**.
- C. Complete the learning module as follows:
 - i. **Recognizing and Treating Schizophrenia in Nursing Facilities** –Module
 - ii. Watch the video.
 - iii. Pause the video when prompted to answer the knowledge checks.

2. In-person Group Training

For in-person group training, the nursing facility designates a facilitator to lead the session. Learners attend the training at a specified time. Use this group format as part of onboarding, annual training, agency staff training, community and family education, or just-in-time training.



In-person Group Training

These instructions will help facilitators with planning and time management so they can adapt to the dynamics of the learners. It also supports facilitators with strategies for maintaining engagement, achieving training objectives, and ultimately contributing to successful training outcomes.

Schizophrenia Training Objectives

By the end of the training, learners will be able to:

1. Define schizophrenia.
2. Identify common symptoms of schizophrenia.
3. List treatment options for people diagnosed with schizophrenia.
4. Recognize medical conditions that may be mistaken for schizophrenia.
5. Learn appropriate use of antipsychotic medications in the treatment of schizophrenia.



Getting Prepared Checklist for the Facilitator

Four to six weeks prior to the training session:

To access the fact sheets, bite-sized learning videos, and modules referenced in this toolkit, please visit the Centers for Medicare & Medicaid Services' Nursing Home Training and Resources page: <https://www.cms.gov/about-cms/what-we-do/nursing-homes/providers-cms-partners/training-resources>.

- ❑ Select the date(s) and time(s) for the training. Please note that multiple days may be required to administer the training to accommodate all staff.
- ❑ Identify a training facilitator. Based on the facility, this could be a social worker, staff development coordinator, director of nursing, or another staff member with relevant experience.
- ❑ Consider your facility's procedures for assigning and coordinating training sessions. Remember to include an RSVP to gauge the number of learners expected.
- ❑ Reserve a training location with enough seats to accommodate the learners.
- ❑ Confirm the room has a computer, internet access and a large display.
- ❑ Ensure sufficient staff coverage is arranged so learners can participate fully in the training session.
- ❑ Review the in-service toolkit instructions in this document.
- ❑ Promote the training via postings in facilities (See Appendices for template– Page [12](#)).
- ❑ Promote the training via email (See Appendices for template–Page [13](#)).
- ❑ Practice and prepare for the training.

One day or more prior to the training session:

- Training facilitator should review the fact sheets bite-sized learning and complete the module prior to the training.
- Review the RSVP list for the number of learners.
- Print both module pre-test and post-test for **each participant** (See Appendices–Pages [14-15](#) and [16-17](#), respectively).
- Print module Pre/Post Test Answer Key for facilitator (See Appendices–Pages [18-20](#)).
- Download these fact sheets: **Schizophrenia Facts** and **Schizophrenia vs. Dementia: Recognizing Differences and Overlaps**.
- Print copies of the fact sheets for dissemination or share via email.
- Post the fact sheets in employee areas throughout the facility.

One hour prior to this session:

- Ensure the audio and visual equipment functions properly to show the videos to the class.
- Load the bite-sized learning video: **Schizophrenia and Antipsychotics - BSL**
- Load the module video in a new tab: **Recognizing and Treating Schizophrenia in Nursing Facilities –Module**
- Have pens or pencils ready for learners who need them to take the tests.

Delivering the In-Person Training: Schizophrenia

As you guide learners through this training, remember to:

- **Foster an interactive and engaging environment that encourages open discussion and active participation.**
- **Use the materials provided to structure discussions to ensure that key learning objectives are met.**
- **Encourage questions to ensure comprehension and engagement.**
- **Be mindful of the allotted time.**

The facilitator's role is pivotal in creating a supportive learning atmosphere where all learners feel empowered to contribute.

Enjoy facilitating this journey of learning and growth!

1. Introductions

- **Start by introducing yourself and setting clear expectations for the session.**
- **Introduce the training as follows by saying:**

Welcome to our schizophrenia in-service training. Today, we will take a deeper dive into schizophrenia, which is a complex and often misunderstood mental health disorder.

In this session, we will identify the signs and symptoms of schizophrenia, explore its impact on residents, and examine practical ways of managing symptoms and delivering compassionate, high-quality care.

Through this learning experience, you'll gain valuable insights that will enhance your understanding of schizophrenia and empower you with the tools needed to support residents.

Let's get ready to learn more about schizophrenia!

- **Learners introduce themselves and their role (if applicable).**
- **Pass around the sign-in sheet to learners.**

2. Present the Fact Sheets: Schizophrenia Facts and Schizophrenia vs. Dementia

- **Introduce the fact sheet as follows:**

We will review two fact sheets, Schizophrenia Facts and Schizophrenia vs. Dementia: Recognizing Differences and Overlaps. We will gain insights into how schizophrenia affects a person's thoughts, emotions and behavior, as well as examine the similarities and differences between schizophrenia and dementia to understand why the two disorders are often confused.

- **Instruct learners to read the fact sheets on their own or in groups.**

- **Lead a discussion using the following potential questions on schizophrenia facts:**
 - What is a misconception you had about schizophrenia before reading the fact sheet?
 - The fact sheet addressed positive, negative, and cognitive symptoms. Which of these symptoms have you observed in residents diagnosed with schizophrenia?
- **Lead a discussion using the following potential questions on Schizophrenia vs. Dementia: Recognizing Differences and Overlaps**
 - After reviewing the differences and overlaps between schizophrenia and dementia, what was most surprising to you?
 - What new insights did you learn about schizophrenia? What new insights did you learn about dementia?
 - What additional questions do you have?

3. Bite-sized Learning: Schizophrenia and Antipsychotics

- **Introduce the bite-sized learning video as follows:**

In this six-minute video, we will look at how schizophrenia impacts residents, the benefits and risks of antipsychotic medications, and some regulations for antipsychotic medications.
- **Start the bite-sized learning video by selecting the Watch Video button.**
- **Watch the bite-sized learning with the learners.**
- **Lead a discussion with the following potential questions:**
 - What side effects would you now look for in a resident that is taking an antipsychotic medication?
 - What are some side effects you've observed in residents that are taking antipsychotics?
 - Why is monitoring residents taking an antipsychotic medication so important?
 - Why do you think a calm and predictable routine is beneficial to a person diagnosed with schizophrenia?
 - What additional questions do you have?

4. Module: Recognizing and Treating Schizophrenia in Nursing Facilities

- **Introduce the module video by saying:**

We're about to begin a 15-minute video module on Recognizing and Treating Schizophrenia in Nursing Facilities. By the end of this session, you will have a better understanding of how residents with schizophrenia experience the world and ways to effectively care for residents diagnosed with this condition. Let's dive in together and learn how to better support and care for residents diagnosed with schizophrenia.

- **Distribute the pre-test questions to the learners and, if needed, pens/pencils. Instruct the learners to complete the pre-test. Let them know the goal of the pre-test is to measure their learning on the post-test. No one is expected to know all the answers.**
- **Collect the pre-tests from the learners.**
- **Start the module video and watch it with the learners.**
- **Pause the video for each of the following knowledge checks and self-checks to let learners answer the questions. Then, discuss the correct answers or feedback as a group. Once the discussion for each question is complete, restart the video.**

✓ Pause at Time Stamp: 6:03**Knowledge Check: Question 1**

What can you do to improve Mr. Smith's care?

- A. Let Mr. Smith know that his food is not being poisoned, insist that he eat to maintain his weight, and increase his medication.
- B. Have the psychiatric provider or primary care provider complete an assessment. Request bloodwork to rule out medical conditions that may be contributing to an increase in symptoms, such as an infection.

The correct answer is B.

Rule out medical problems or other mental health conditions that may be causing Mr. Smith's symptoms.

✓ Pause at Time Stamp: 9:59**Knowledge Check: Question 2**

What can be done to help Joe be more sociable at the nursing facility?

- A. Place a table in the corner of the dayroom for Joe to play solitaire with others. If it's tough, he can return to his own room. Assign a staff member to connect with Joe, visiting him daily. Consider rewarding his social actions with snacks and games.
- B. Emphasize Joe's need for socializing, introduce him to residents, and involve him in choosing group art projects. If he keeps avoiding interaction, lock his door during activities.

The correct answer is A.

The activity director should complete a personalized activity and interest background to help with social interactions.

✓ Pause at Time Stamp: 14:04**Knowledge Check: Question 3**

What might you do to help Mrs. Washington be less combative?

- A. Continue to encourage Mrs. Washington to participate in therapeutic activities and stress that her participation will help with her recovery.
- B. Evaluate Mrs. Washington for underlying physical conditions that may be causing her behavior.
- C. Recommend Mrs. Washington be evaluated by a mental health professional for possible prescription of antipsychotic medication.

The correct answer is B.

Mrs. Washington's symptoms could be due to delirium (a state of severe confusion), uncontrolled pain from her shoulder surgery, or side effects of pain medications like opioids, gabapentin, or muscle relaxants. Request an evaluation.

Upon completion of the video:

- **Lead a wrap-up discussion using the following questions:**
 - Based on what we learned today, how can we improve the care of residents diagnosed with schizophrenia?
 - Cognitive symptoms (difficulties with thinking and memory): How can you adjust your communication style for residents with cognitive symptoms of schizophrenia?
 - Negative symptoms (decrease in interactions/functioning): How might a resident's reduced emotional expression or social withdrawal impact their care needs?
 - Positive symptoms (hallucinations, delusions, paranoia): What strategies can you use when supporting a resident experiencing positive symptoms?
 - What will you do differently when working with residents with a schizophrenia diagnosis?
- **Distribute the post-test questions to the learners to complete independently.**
- **Collect the post-test questions from the learners.**

Training Wrap-up

- **Answer any additional questions from learners.**
- **Thank learners for attending the training.**
- **Calculate the pre and post-test learning scores.**

APPENDICES

Sample Promotional Postings

Attend the upcoming training on schizophrenia to:

1. Learn common symptoms of schizophrenia.
 2. Explore the role of antipsychotics in treating residents with a schizophrenia diagnosis.
 3. Learn about effective treatment options to provide a safe and flourishing environment for residents diagnosed with schizophrenia.
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Sample Email

Subject: Enhance Your Skills in Working with Residents Diagnosed with Schizophrenia.

Dear [Recipient],

Are you looking to deepen your understanding of schizophrenia and improve your ability to work with residents diagnosed with this condition? Our schizophrenia training provides essential skills to help you build confidence and competence in your work.

Throughout the training, you will learn about schizophrenia and its impact on residents. You will gain a deeper understanding of important regulations concerning antipsychotics and you will learn practical steps to enhance the care of residents diagnosed with this condition.

Key training points:

- Identify common symptoms of schizophrenia.
- Understand the role of antipsychotics in treating residents with schizophrenia.
- Discover practical methods to develop and enhance care plans for residents diagnosed with schizophrenia.

Don't miss this opportunity to elevate your skills and contribute to a safer and more harmonious facility environment.

Date: [Insert Date] **Time:** [Insert Time]

Location: [Insert Location]

Please RSVP by [Insert RSVP Date].

For inquiries, contact [Insert Contact Information].

We look forward to seeing you.

Best,

[Your Name]

[Your Position/Title]

Module Pre-Test

Name: _____ Date: _____

1. What is schizophrenia?
 - A. It's a complex mental health condition with a range of symptoms that affect a person's thoughts and behavior .
 - B. It's a complex mental health condition with a range of symptoms that affect a person's thoughts, emotions, and behavior.
 - C. It's a complex mental health condition characterized by unstable emotions and impulsive behavior and violence.

2. What's the best way to determine a diagnosis of schizophrenia?
 - A. Physical exam, tests/screening, and psychiatric evaluation
 - B. Physical exam, screening, and psychiatric evaluation
 - C. Psychiatric evaluation, genetic assessment, bloodwork and MRI

3. In what age range are people typically first diagnosed with schizophrenia?
 - A. Between the ages of 21 – 55
 - B. Between the ages of 16 – 30
 - C. Between the ages of 40 – 75
 - D. Between the ages of 75 - 90

4. What are the main categories of schizophrenia symptoms?
 - A. Positive, negative, and cognitive
 - B. Delusions and hallucinations
 - C. Disorganized thinking and hearing voices

5. Which of the following can benefit residents diagnosed with schizophrenia?
 - A. Isolation from other residents
 - B. A calm, stable environment
 - C. A schedule full of variety to increase social interactions

6. Which of the following symptoms of schizophrenia is considered psychotic?
 - A. Trouble focusing and carrying on conversations
 - B. Inability to express emotions
 - C. False beliefs that are not based on reality
 - D. Withdrawal from social interaction

7. Which of the following conditions can be mistaken for schizophrenia?
 - A. Dementia
 - B. Bipolar disorder
 - C. Syphilis
 - D. All of the above

8. What documentation must show if antipsychotic medication is prescribed in the nursing home?
 - A. The indication for the antipsychotic medication
 - B. The multiple attempts to implement care-planned, non-pharmacological approaches
 - C. Ongoing evaluation of the effectiveness of these interventions
 - D. All of the above

9. What's the best way to care for a resident diagnosed with schizophrenia?
 - A. Offer therapeutic activities, create a structured environment, manage medication, and encourage social connection
 - B. Avoid therapeutic activities as they can increase symptoms and maintain varied daily routines to avoid boredom
 - C. Keep the resident isolated and rely on antipsychotic medication to control symptoms

10. Which of the following are common symptoms of schizophrenia?
 - A. Extreme mood swings, excitement, impulsive behavior, and hoarding
 - B. Low energy, withdrawal, detachment, hallucinations, delusions, and disorganized thinking
 - C. Low energy, withdrawal, detachment, hallucinations, delusions, disorganized thinking, and violence

Module Post-Test

Name: _____ Date: _____

1. What is schizophrenia?
 - A. It's a complex mental health condition with a range of symptoms that affect a person's thoughts and behavior.
 - B. It's a complex mental health condition with a range of symptoms that affect a person's thoughts, emotions, and behavior.
 - C. It's a complex mental health condition characterized by unstable emotions and impulsive behavior and violence.

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 - A. Physical exam, tests/screening, and psychiatric evaluation
 - B. Physical exam, screening and psychiatric evaluation
 - C. Psychiatric evaluation, genetic assessment, bloodwork and MRI

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 - B. The multiple attempts to implement care-planned, non-pharmacological approaches
 - C. Ongoing evaluation of the effectiveness of these interventions
 - D. All of the above

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 - C. Keep the resident isolated and rely on antipsychotic medication to control symptoms

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 - B. Low energy, withdrawal, detachment, hallucinations, delusions, and disorganized thinking
 - C. Low energy, withdrawal, detachment, hallucinations, delusions, disorganized thinking, and violence

Module Pre/Post-Test Answer Key

1. What is schizophrenia?
 - A. It's a complex mental health condition with a range of symptoms that affect a person's thoughts and behavior.
 - B. **It's a complex mental health condition with a range of symptoms that affect a person's thoughts, emotions, and behavior.**
 - C. It's a complex mental health condition characterized by unstable emotions and impulsive behavior and violence.

The correct answer is B.

2. What's the best way to determine a diagnosis of schizophrenia?
 - A. **Physical exam, tests/screening, and psychiatric evaluation**
 - B. Physical exam, screening and psychiatric evaluation
 - C. Psychiatric evaluation, genetic assessment, bloodwork and MRI

The correct answer is A.

3. In what age range are people typically first diagnosed with schizophrenia?
 - A. Between the ages of 21 – 55
 - B. **Between the ages of 16 – 30**
 - C. Between the ages of 40 – 75
 - D. Between the ages of 75 – 90

The correct answer is B.

4. What are the main categories of schizophrenia symptoms?
 - A. **Positive, negative, and cognitive**
 - B. Delusions and hallucinations
 - C. Disorganized thinking and hearing voices

The correct answer is A.

5. Which of the following can benefit residents diagnosed with schizophrenia?

- A. Isolation from other residents
- B. **A calm, stable environment**
- C. A schedule full of variety to increase social interactions

The correct answer is B.

6. Which of the following symptoms of schizophrenia is considered psychotic?

- A. Trouble focusing and carrying on conversations
- B. Inability to express emotions
- C. **False beliefs that are not based on reality**
- D. Withdrawal from social interaction

The correct answer is C.

7. Which of the following conditions can be mistaken for schizophrenia?

- A. Dementia
- B. Bipolar disorder
- C. Syphilis
- D. **All of the above**

The correct answer is D.

8. What documentation must show if antipsychotic medication is prescribed in the nursing home?

- A. The indication for the antipsychotic medication
- B. The multiple attempts to implement care-planned, non-pharmacological approaches
- C. Ongoing evaluation of the effectiveness of these interventions
- D. **All of the above**

The correct answer is D.

9. What's the best way to care for a resident diagnosed with schizophrenia?
- A. **Offer therapeutic activities, create a structured environment, manage medication, and encourage social connection**
 - B. Avoid therapeutic activities as they can increase symptoms and maintain varied daily routines to avoid boredom
 - C. Keep the resident isolated and rely on antipsychotic medication to control symptoms

The correct answer is A.

10. Which of the following are common symptoms of schizophrenia?
- A. Extreme mood swings, excitement, impulsive behavior, and hoarding
 - B. **Low energy, withdrawal, detachment, hallucinations, delusions, and disorganized thinking**
 - C. Low energy, withdrawal, detachment, hallucinations, delusions, disorganized thinking, and violence

The correct answer is B.