Social Work Monthly Conference Call
March 10, 2016


Conference calls are regularly scheduled meetings on the second Thursday of each month at 12:30 PM Arizona Time. Call 1-602-419-3370 (no password or code) to join in!

Topics Discussed:
A caller asked for group input as to what areas surveyors have focused on lately. One facility had their survey last week and the social worker was asked in-depth questions about the resident council. And, staff was asked about abuse and neglect policy and procedures. Surveyors presented case examples and asked staff what they would do in each situation. We discussed the importance of having policies and procedures that are current and accurate, that is, they reflect what staff actually does. And, that staff is well-trained in those policies and procedures. Below are two sections from the Social Work Toolkit on policies and procedures important to social work staff as well as Federal regulations most relevant to the social work department. To download the full toolkit, refer to the three websites at the bottom of these call notes.

Social Workers and Facility Policies & Procedures

Current, accurate facility policies and procedures are crucial to the health of the facility. Policies should be reviewed yearly in the facility quality assurance and performance improvement meeting. In order to help ensure a successful social work department, there are several policies that the social worker should understand and demonstrate competence in operationalizing. Below is a list of recommended policies that social workers should have in the department office. Please keep in mind, this is only a recommended list and that your facility may have additional policies that directly involve the social worker.

- Abuse and neglect
- Admission, transfers and discharges
- Care plans and conferences
- Elopement
- Grievances
- Psychosocial assessments
- Quality of life issues
- Resident rights
- Room changes
- Smoking
- Suicide
Social Workers & Federal Regulations
The role of the social worker in ensuring regulatory compliance is crucial, not just for the facility but for the well-being of the residents, patients, and families. Below is a list of federal regulations that social workers must understand and demonstrate competence in operationalizing. Social workers should have copies of the most recent versions of these regulations.
F-Tag #
F250 Medically Related Social Services
F251 Qualified Social Worker
F319 Mental and Psychosocial Functioning
F320 Change in Mental or Psychosocial Adjustment
F309 Quality of Care
F223 & F226 Abuse and Neglect
F240 – F247 Quality of Life Issues (Self-determination, dignity, accommodation of needs, room/mate change, participation)
F279 Comprehensive Care Plans
F177 – F208 Admission, transfers and discharges
F150 – F177 Resident Rights
F411 Dental Services
Link to the Arizona State Operations Manual, F-Tags and Guidance to Surveyors:

Continuing with the case scenario described in the February call notes (the section on “Dot”), the social worker shared that the resident continues to insist on moving to her home in Tucson but that the family will not support her decision. The trial home visit with the family that lives near the facility will not be taking place as the family has changed their mind. The good news is that Dot has agreed to see a psychiatrist this week to help determine capacity. We discussed the importance of conducting elopement assessments regularly for Dot. Of concern is that she packs and unpacks her belongings frequently but most of the time lives out of the boxes in her room. She has called a moving company and they arrived at the facility once. The social worker continues to address Dot’s psychosocial needs and quality of life. Finding a suitable living arrangement for Dot is everyone’s goal but it is likely that she will not be happy unless she is in her own home.

Social Work Toolkit – a Great Social Work Resource!
In 2014, the Arizona Long Term Care Social Work Task Force developed the second edition of the Social Work Toolkit that provides valuable elements of what makes an excellent social work department. Community social workers are encouraged to use this toolkit to help identify outstanding facility social workers. The toolkit is available in three locations:

Arizona Health Care Association
http://www.azhca.org/members/social-work/
Leading Age Arizona  

National Association of Social Workers, Arizona Chapter  
http://www.naswaz.com/?page=ltctaskforce

**Nursing Home Social Workers Listserv**  
Encourage social workers and social service staff to join this free listserv. People across the country are involved and often the discussion is guided by experts and researchers in the field. Participants share ideas and offer resources and tools in a variety of areas such as behavior monitoring, sensitivity training, psychotropics, resident rights, policies, interpretation of regulations and so much more.

For more information go to:  
http://clas.uiowa.edu/socialwork/nursing-home/nursing-home-social-workers-listserv  
or google Nursing Home Social Workers’ Listserv

*This information is not intended to constitute legal advice and should not be relied upon in lieu of consultation with appropriate legal advisors. The information is for informative or educational purposes only.*