

Survey Guidance on Individualizing Care

Examples of individualized, non-pharmacological interventions to help meet behavioral health needs may include, but are not limited to:

- Ensuring adequate hydration and nutrition (e.g., enhancing taste and presentation of food, addressing food preferences to improve appetite and reduce the need for medications intended to stimulate appetite); exercise; and pain relief;
- Individualizing sleep and dining routines, as well as schedules to use the bathroom, to reduce the occurrence of incontinence, taking into consideration the potential need for increased dietary fiber to prevent or reduce constipation, and avoiding, where clinically inappropriate, the use of medications that may have significant adverse consequences (e.g., laxatives and stool softeners);
- Adjusting the environment to be more individually preferred and homelike (e.g., using soft lighting to avoid glare, providing areas that stimulate interest or allow safe, unobstructed walking, eliminating loud noises thereby reducing unnecessary auditory environment stimulation);
- Assigning staff to optimize familiarity and consistency with the resident and their needs (e.g., consistent caregiver assignment);
- Supporting the resident through meaningful activities that match his/her individual abilities (e.g., simplifying or segmenting tasks for a resident who has trouble following complex directions), interests, and needs, based upon the comprehensive assessment, and that may be reminiscent of lifelong work or activity patterns (e.g., providing an early morning activity for a farmer used to waking up early);
- Utilizing techniques such as music, art, massage, aromatherapy, reminiscing; and
- Assisting residents with substance use disorders to access counseling programs (e.g., substance use disorder services) to the fullest degree possible.

For additional examples of individualized non-pharmacological interventions, see §483.15(f), Activities.

Source: State Operations Manual Appendix PP - Guidance to Surveyors for Long Term Care Facilities.
Rev. 11-22-17.