

Psychosocial Outcome Severity Guide

Guidance Training



Training Objectives

After today's session, you should be able to:

- Describe the intent of the Psychosocial Outcome Severity Guide.
- Appropriately categorize the severity of a deficiency resulting in a psychosocial outcome.

Psychosocial Outcome Severity Guide Components

- Purpose
- Overview
- Instructions
- Clarification of Terms
- Psychosocial Outcome Severity Guide
- Resources and Additional Information

Psychosocial Outcome Severity Guide

Purpose

- The Guide is to help surveyors determine severity of psychosocial outcomes resulting from noncompliance at an F Tag.
- Psychosocial outcomes may result from a facility's noncompliance with any regulatory requirement.
- The Guide is used in conjunction with current scope and severity grid.

Psychosocial Outcome Severity Guide

Overview

- A resident may experience a negative physical outcome, psychosocial outcome or both resulting from the facility's deficient practice.
- Psychosocial and physical outcomes must both be considered in determining severity.

Psychosocial Outcome Severity Guide

Instructions

- If noncompliance has resulted in negative outcomes for more than one resident, evaluate the severity for each resident.

Psychosocial Outcome Severity Guide Instructions (cont.)

The Guide may apply to four situations involving psychosocial outcomes resulting from a deficient practice:

- When a resident verbally or non-verbally communicates outcome
- When a resident exhibits a response
- When a resident has no discernable response
- When a resident's response is incongruent with a response a reasonable person would have

Psychosocial Outcome Severity Guide Instructions (cont.)

The Guide can be used for:

- A resident who verbally or non-verbally communicates outcome
- A resident who exhibits a response

Psychosocial Outcome Severity Guide Instructions (cont.)

The Guide can be used in conjunction with the Reasonable Person Concept

- How would a “reasonable person” react if he/she were in the resident’s situation?

Use this concept in two situations:

1. The resident’s psychosocial outcome may not be readily determined.
2. The resident’s reactions are incongruent with the deficient practice (i.e., the resident “does not mind” the deficient practice.)

Psychosocial Outcome Severity Guide

Clarification of Terms

Possible Psychosocial Outcomes

- Anger
- Apathy
- Anxiety
- Dehumanization
- Depressed mood
- Humiliation

Psychosocial Outcome Severity Guide

- The Guide is only to be used once the survey team has determined noncompliance at a regulatory requirement.

Psychosocial Outcome Severity Guide

Severity Determination

The key elements for severity determination are:

- Presence of harm or potential for negative outcomes
- Degree of harm or potential harm related to noncompliance
- Immediacy of correction required

Deficiency Categorization

Severity Determination Levels

- **Level 4:** Immediate Jeopardy to resident health or safety
- **Level 3:** Actual harm that is not immediate jeopardy
- **Level 2:** No actual harm with potential for more than minimal harm that is not immediate jeopardy
- **Level 1:** No actual harm with potential for minimal harm

Deficiency Categorization

Severity Level 4: Immediate Jeopardy

Examples Of Outcomes To A Deficient Practice:

- Suicide attempt, suicidal thoughts, preoccupation, planning (e.g., refusing to eat or drink in order to kill oneself)
- Engaging in self-injurious behavior
- Sustained & intense crying, moaning screaming
- Expression of severe, unrelenting, excruciating pain

Deficiency Categorization

Severity Level 3: Actual Harm

Examples Of Outcomes To A Deficient Practice:

- Significant decline in former social patterns that does not rise to the level of immediate jeopardy
- Depressed mood that may be manifested as:
 - Loss of interest or ability to feel pleasure
 - Psychomotor agitation accompanied by sadness
 - Expressions of feelings of worthlessness
 - Recurrent thoughts of death or statements such as, "I wish I were dead" or "my family would be better off without me".

Deficiency Categorization

Severity Level 3: Actual Harm

Examples Of Outcomes To A Deficient Practice (cont.):

- Expressions of persistent pain or physical distress that has compromised the resident's functioning.
- Chronic or recurrent anxiety; sleeplessness due to fear.
Expression of fear not to level of immobilization as in level 4.
- Ongoing expression of humiliation that persists after precipitating event has ceased.
- Aggression that could lead to injuring self or others.

Deficiency Categorization

Severity Level 2: Potential for Harm

Examples Of Outcomes To A Deficient Practice:

- Intermittent sadness, as reflected in facial expression, tearfulness.
- Feelings or complaints of discomfort or moderate pain; irritability.
- Fear or anxiety manifested as signs of minimal discomfort that has the potential to compromise well-being.

Deficiency Categorization

Severity Level 2: Potential for Harm (cont.)

Examples Of Outcomes To A Deficient Practice (cont.):

- Feeling of shame or embarrassment without loss of interest in the environment and self.
- Complaints of boredom accompanied by expressions of periodic distress, that do not result in maladaptive behaviors (e.g. verbal or physical aggression).
- Verbal or nonverbal expressions of anger that do not lead to harm.

Deficiency Categorization

Severity Level 1: Potential for Minimal Harm

- Severity Level 1 is ***not*** an option because any facility practice that results in a reduction of psychosocial well-being diminishes the resident's quality of life.
- The deficiency is, therefore, at least a Severity Level 2 because it has the potential for more than minimal harm.

Psychosocial Outcome Severity Guide

Scenarios and Examples

- For each example, determine the level of severity you would select.
- Why would you choose this level?

