

Minimum Data Set (MDS) 3.0 Instructor Guide

Section B Hearing, Speech, & Vision

Objectives

- State the intent of Section B Hearing, Speech, and Vision.
- Describe the process for assessing:
 - o Resident's ability to hear
 - Resident's ability to understand and communicate with others
 - Resident's visual limitations or difficulties
- Describe the communication skills to be assessed:
 - Speech clarity
 - Ability to make self understood
 - Ability to understand others
- Code Section B correctly and accurately.

Methodology

This lesson uses lecture and a question/ answer activity.

Training Resources

- Instructor Guide
- Slides 1 50

Instructor Preparation

- Review the Instructor Guide.
- Review learning objectives for the lesson.
- Rehearse with slide presentation.

INSTRUCTIONAL GUIDANCE

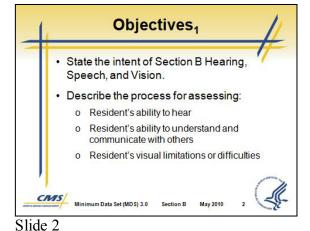
Instructor Notes

Direct participants to turn to Section B in the MDS 3.0 instrument.

Instructor Notes

Section B Hearing, Speech, and Vision

Slide 1



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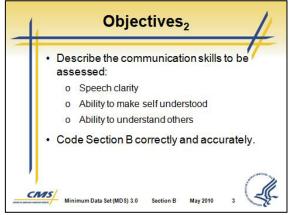
I. Introduction/ Objectives

A. Introduction

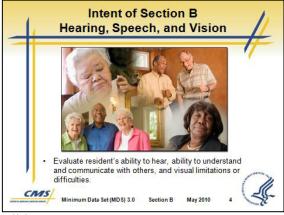
The MDS resident assessment begins with an evaluation of a resident's ability to hear and to see as well as multiple aspects of a resident's ability to communicate.

B. Objectives

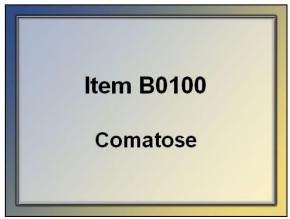
- State the intent of Section B: Hearing, Speech, and Vision.
- Describe the process for assessing:
 - Resident's ability to hear
 - Resident's ability to understand and communicate with others
 - Resident's visual limitations or difficulties



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INSTRUCTIONAL GUIDANCE

- Describe the communication skills to be assessed:
 - Speech clarity
 - Ability to make self understood
 - Ability to understand others
- Code Section B correctly and accurately.

C. Intent of Section B

- 1. Document the resident's ability to hear (with assistive hearing devices, if they are used).
- 2. Determine the resident's ability to understand and communicate with others.
- 3. Determine whether the resident experiences visual limitations or difficulties related to diseases common in aged persons.

II. Item B0100 Comatose

A. Section B begins with a determination of whether the resident is comatose or in a persistent vegetative state.

INSTRUCTIONAL GUIDANCE

Instructor Notes

Definition of a Coma

A pathological state in which neither arousal (wakefulness, alertness) nor awareness exists. The person is unresponsive and cannot be aroused; he/she does not open his/her eyes, does not speak and does not move his/her extremities on command or in response to noxious stimuli (e.g., pain).

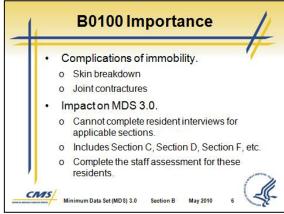
Instructor Notes

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Definition of a Persistent Vegetative State

Sometimes residents who were comatose after an anoxic-ischemic injury (i.e., not enough oxygen to the brain) from a cardiac arrest, head trauma or massive stroke, regain wakefulness but do not evidence any purposeful behavior or cognition. Their eyes are open and they may grunt, yawn, pick with their fingers, and have random body movements. Neurological exam shows extensive damage to both cerebral hemispheres.

Instructor Notes



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B. B0100 Importance

- 1. Physical problems
 - Residents who are in a coma or persistent vegetative state are at risk for the complications of immobility.
 - Skin breakdown
 - Joint contractures
- 2. Impact on MDS 3.0
 - a. Several sections of the MDS 3.0 use a resident interview as the primary assessment method.
 - Residents who are in a coma or a persistent vegetative state will also not be able to complete the resident interview option for applicable sections.

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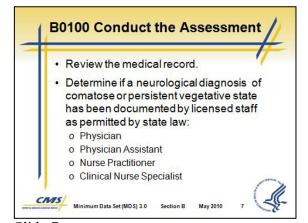
- c. This includes Section C:
 Cognitive Patterns, Section
 D: Mood, and Section F:
 Preferences for Customary
 Routine and Activities
 among others.
- d. For these sections, you must complete the staff assessment option in place of the resident interview.

C. B0100 Conduct the Assessment

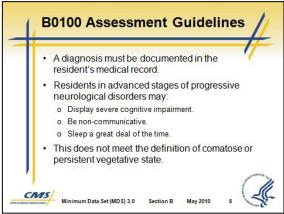
- To determine if the resident is comatose, review the medical record.
- 2. Determine if a neurological diagnosis of comatose or persistent vegetative state has been documented by one of the following licensed staff as permitted by state law:
 - a. Physician
 - b. Physician Assistant
 - c. Nurse Practitioner
 - d. Clinical Nurse Specialist

D. B0100 Assessment Guidelines

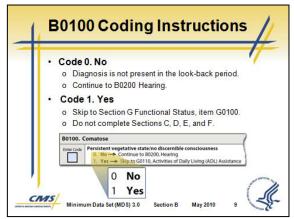
- 1. A diagnosis of comatose or persistent vegetative state must be documented in the resident's medical record.
- 2. Residents in advanced stages of progressive neurological disorders such as Alzheimer's Disease may:
 - a. Display severe cognitive impairment.
 - b. Be non-communicative.
 - c. Sleep a great deal of the time.



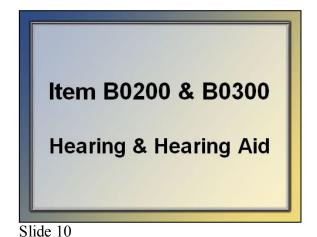
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- 3. This does not meet the definition of comatose or persistent vegetative state for the purpose of MDS 3.0.
- E. B0100 Coding Instructions
 - Code 0. No

If a diagnosis of coma or persistent vegetative state is not present during the 7-day look-back period

Continue to B0200 Hearing.

Code 1. Yes

If the record indicates that a physician, nurse practitioner, or clinical nurse specialist has documented a diagnosis of coma or persistent vegetative state that is applicable during the 7-day look-back period Skip to G0110, Activities of Daily Living (ADL) Assistance.

Emphasize the skip pattern here. Do not complete the rest of Section B or Sections C, D, E, and F for a comatose resident.

III. Items B0200/B0300 Hearing

- A. B0200/ B0300 evaluate a resident's functional ability to hear.
 - 1. This includes determining whether a resident uses a hearing appliance and how well the resident can hear with or without the use of a hearing aid.
 - 2. An awareness of the resident's ability to hear is essential for accurately evaluating the resident's ability to communicate.

Problems can contribute to: Sensory deprivation Social isolation Mood and behavior disorders Hearing impairment can be mistaken for: Confusion Cognitive impairment Opportunity to confirm that residents have any needed appliances and support. Minimum Data Set (MDS) 3.0 Section B May 2010 11

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- 3. A resident's ability to hear is also key to completing sections of the MDS that are based on resident interview.
- B. B0200/ B0300 Importance of the Assessment
 - 1. Problems with hearing can contribute to:
 - a. Sensory deprivation
 - b. Social isolation
 - c. Mood and behavior disorders
 - 2. Unaddressed communication problems related to hearing impairment can be mistaken for:
 - a. Confusion
 - b. Cognitive impairment
 - 3. This item provides the opportunity to confirm that a resident has any needed appliances and support.
 - a. Maintenance so that appliances function correctly
 - b. Supplies such as batteries
- C. B0200/ B0300 Conduct the Assessment
 - 1. Determine whether the resident uses a hearing aid or other appliance.
 - a. Ask the resident.
 - Does he or she own a hearing aid or other hearing appliance?
 - If so, is the device at the facility?

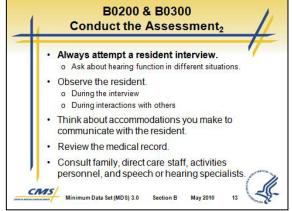
INSTRUCTIONAL GUIDANCE

- b. If the resident cannot respond, he or she may be having difficulty hearing the question.
 - Write the question down and allow the resident to read it.
- c. If you cannot get a response from the resident, check with family and staff.
- d. Check previous hearing assessments in the medical record for indications a hearing appliance was used.

2. Always attempt a resident interview.

Emphasize this point. Conduct a resident interview if at all possible.

- a. Ask about hearing function in different situations.
- b. Situations may include
 - Watching TV
 - Talking to visitors or other residents
 - Hearing staff members
 - Using the telephone, etc.
- 3. Observe the resident during the interview and during interactions with others.
- 4. Do you have to make any accommodations for the resident to hear you?



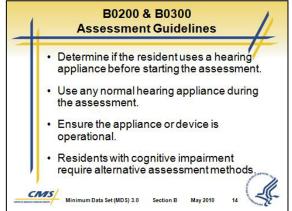
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- a. Do you need to talk louder, more clearly, or more slowly?
- b. Do you need to make gestures to be understood?
- c. Does the resident need to face you to hear you or do you need to move to a quieter area?
- d. These are all indications of a hearing problem.
- 5. Review the medical record.
- 6. Conduct an interview with the family or significant other(s).
- 7. Ask for observations by staff.
 - a. Consult direct care staff about their interaction with the resident
 - b. Consult activities personnel and speech or hearing specialists.

D. B0200 & B0300 Assessment Guidelines

- 1. Before starting the assessment, be sure to determine whether the resident routinely uses a hearing appliance.
- 2. Ensure that the resident is using any normally used hearing aid or appliance during the assessment.
 - a. Hearing devices may not be as conventional as a hearing aid.
 - b. Some residents may by choice use hearing amplifiers or a microphone and headphones as alternatives to hearing aids.



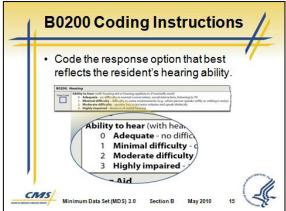
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- 3. Make sure the hearing aid or appliance is operational.
- 4. Residents who are unable to respond to a standard hearing assessment due to cognitive impairment will require alternate assessment methods.
 - a. The resident can be observed in their normal environment.
 - b. Does he or she respond (e.g., turn his or her head) when a noise is made at a normal level?
 - c. Does the resident seem to respond only to specific noise in a quiet environment?
 - d. Assess whether the resident responds only to loud noise or do they not respond at all.

E. B0200 Coding Instructions

- 1. Code the response option that best reflects the resident's hearing ability.
- Code 0. Adequate: No difficulty in normal conversation, social interaction, listening to TV.
- Code 1. Minimal Difficulty: Difficulty in some environments (e.g., when a person speaks softly or setting is noisy).
- Code 2. Moderate Difficulty: Speaker has to increase volume and speak distinctly.
- Code 3. Highly Impaired: Absence of useful hearing.



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B0200 Detailed Coding Instructions

• **Code 0. Adequate**: No difficulty in normal conversation, social interaction, listening to TV.

The resident hears all normal conversational speech and can hear telephone conversation and announcements in group activities.

• Code 1. Minimal Difficulty: Difficulty in some environments (e.g., when a person speaks softly or setting is noisy).

The resident hears speech at conversational levels but has difficulty hearing when not in quiet listening conditions or when not in one-on-one situations.

The resident's hearing is adequate after environmental adjustments are made, such as reducing background noise by moving to a quiet room or by lowering the volume on television or radio.

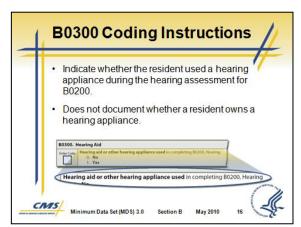
• Code 2. Moderate Difficulty: Speaker has to increase volume and speak distinctly.

Although hearing-deficient, the resident compensates when the speaker adjusts tonal quality and speaks distinctly; or the resident can hear only when the speaker's face is clearly visible.

• Code 3. Highly Impaired: Absence of useful hearing.

The resident hears only some sounds and frequently fails to respond even when the speaker adjusts tonal quality, speaks distinctly, or is positioned face to face. There is no comprehension of conversational speech, even when the speaker makes maximum adjustments.

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- F. B0300 Coding instructions
 - 1. Use item B0300 to document:
 - a. If the resident was using a hearing appliance during the hearing assessment.
 - b. If the appliance was operational.
 - 2. This item does not document simply whether the resident owns a hearing appliance.

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3. The requirement is to document whether the resident used the appliance during the hearing assessment conducted for item B0200.

Code 0. No

If the resident did **not** use a hearing aid (or other hearing appliance) for the 7-day hearing assessment coded in B0200, Hearing

Code 1. Yes

If the resident did use a hearing aid (or other hearing appliance) for the hearing assessment coded in B0200. Hearing

IV. Item B0600Speech Clarity

- A. Item B0600 Speech Clarity addresses the ability of the resident to speak and to speak clearly.
- B. This is an assessment of the resident's ability to speak only.
- C. This is not an assessment of what the resident says, but only how well the resident speaks.



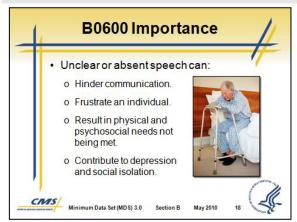
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Instructor Notes

Definition of Speecn
Speech is the verbal expression of articulate words.

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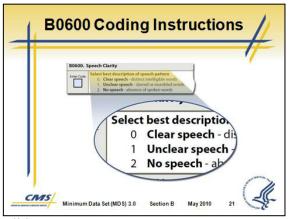


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- D. B0600 Importance of the Assessment
 - 1. Unclear speech or absent speech can:
 - a. Hinder communication.
 - b. Be very frustrating to an individual
 - c. Result in physical and psychosocial needs not being met.
 - d. Contribute to depression and social isolation.
- E. B0600 Conduct the Assessment
 - 1. Listen to the resident speak.
 - a. Evaluate if the resident can speak and, if so, the quality of the words that are spoken.
 - 2. Ask primary caregivers about the resident's speech pattern.
 - a. Interview family members/ significant others.
 - b. Consult with direct care staff over all shifts if possible.
 - 3. Consult the resident's medical record for evidence of speech issues.

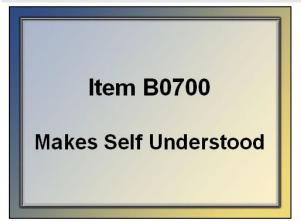


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- F. B0600 Assessment Guidelines
 - 1. Focus on quality of speech, not content or appropriateness of speech.
 - 2. You are evaluating how well the resident is able to speak, not what the resident is saying.
- G. B0600 Coding Instructions
 - 1. MDS provides three response options for categorizing residents' speech clarity.
 - Code 0, Clear speech –
 distinct intelligible words
 If the resident usually utters distinct, intelligible words
 - Code 1, Unclear speech slurred or mumbled words
 If the resident usually utters slurred or mumbled words
 - Code 2, No speech absence of spoken words
 If there is an absence of spoken words



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V. Item B0700 Makes Self Understood

A. The next item to assess concerning a resident's ability to communicate is the ability to make himself or herself understood.

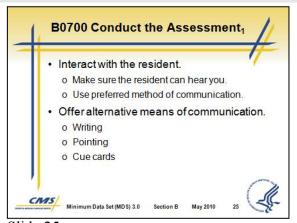
B. B0700 Importance of the Assessment

- 1. Problems being understood:
 - a. Can be very frustrating for the resident
 - b. Can contribute to social isolation.
 - c. Can contribute to mood and behavior disorders.
- 2. Unaddressed communication problems can be inappropriately mistaken for confusion or cognitive impairment.

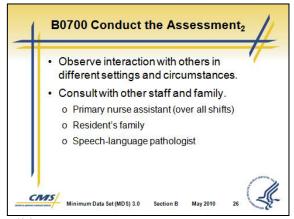
C. B0700 Definition

- A resident is considered able to make himself or herself understood if he or she is able to:
 - a. Express or communicate requests, needs, and opinions.
 - b. Conduct social conversation in his or her primary language.

- c. Communication can also take place using alternative methods.
 - Writing
 - Sign language
 - Gestures
 - Combination of these
- 2. Conversation can also be supported through devices:
 - a. Communication board
 - b. Computer
 - c. Other assistive technologies
- 3. Consider multiple forms of expression, not just speech, when you are evaluating a resident's ability to make himself or herself understood.
- 4. Deficits in ability to make one's self understood (expressive communication deficits) can include:
 - a. Reduced voice volume
 - b. Difficulty in producing sounds
 - c. Difficulty in expression (finding the right word, making sentences, writing, and gesturing)

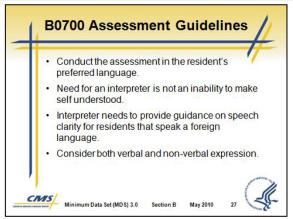


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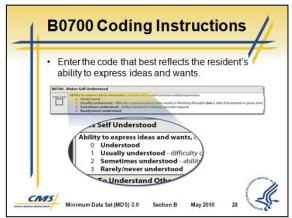


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- D. B0700 Conduct the Assessment
 - 1. Interact with the resident to determine the resident's ability to make himself or herself understood
 - a. Make sure the resident can hear you.
 - b. Make sure the resident has access to his or her preferred method of communication.
 - 2. If the resident seems unable to communicate, then offer an alternative form of communication.
 - a. Writing
 - b. Pointing
 - c. Cue cards
 - 3. Observe the resident's interaction with others in different settings and circumstances.
 - 4. Consult with staff and family to obtain more information about how the resident interacts with others and makes self understood.
 - a. Direct care staff (over all shifts), if available
 - b. Resident's family
 - c. Speech-language pathologist



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INSTRUCTIONAL GUIDANCE

- E. B0700 Assessment Guidelines
 - 1. Conduct the assessment using the resident's preferred language.
 - 2. Difficulty communicating because of need for an interpreter is not an inability to make self understood.
 - 3. The interpreter will have to provide guidance about whether a resident who speaks a foreign language is speaking clearly.
 - 4. Remember to consider both verbal and nonverbal expression when conducting the assessment.
- F. B0700 Coding Instructions
 - 1. Enter the code that best reflects the resident's ability to express ideas and wants
 - Code 0, Understood

 If the resident expresses requests and ideas clearly
 - Code 1, Usually Understood: difficulty communicating some words or finishing thoughts but is able if prompted or given time

He or she may have delayed responses or may require some prompting to make self understood.

• Code 2, Sometimes
Understood: ability is limited to making concrete requests
If the resident has limited ability, but is able to express concrete requests regarding at least basic needs (e.g., food, drink, sleep, toilet)

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• Code 3, Rarely or Never Understood

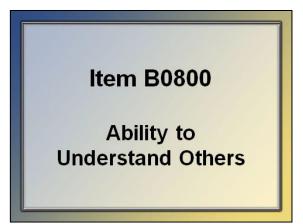
If at best, the resident's understanding is limited to staff interpretation of highly individual, resident-specific sounds or body language (e.g., indicated presence of pain or need to toilet)

VI. Item B0800 Ability to Understand Others

- A. In assessing a resident's ability to understand others, you are evaluating his or her ability to communicate through speech and writing.
- B. You are also evaluating the ability to process and understand language, which includes hearing and facial expressions.
- C. Residents should be using any hearing appliance they use normally.

D. B0800 Importance

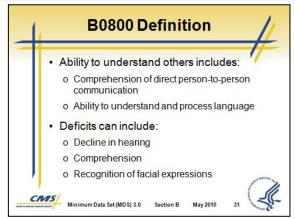
- 1. Inability to understand others can:
 - a. Severely limit association with others
 - b. Inhibit the ability to follow instructions that can affect health and safety.



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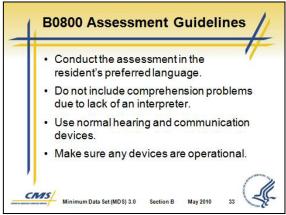


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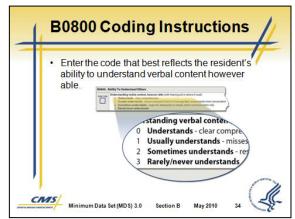


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- E. Definition of ability to understand others
 - 1. The ability to understand others addresses the ability of the resident to comprehend direct, person-to-person communication.
 - 2. Communication may be in the form of:
 - a. Speech
 - b. Writing
 - c. Sign language
 - d. Braille
 - 3. Includes the resident's ability to process and understand language.
 - 4. Deficits in the ability to understand others (receptive communication deficits) can involve:
 - a. Decline in hearing
 - b. Comprehension (spoken or written)
 - c. Recognition of facial expressions
- F. B0800 Conduct the Assessment
 - 1. Interact with the resident.
 - 2. Observe his or her understanding of others' communication.
 - 3. Consult with:
 - a. Direct care staff over all shifts if possible
 - b. Resident's family
 - c. Speech-language pathologist (if involved in care)



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- 4. Review the medical record for indications of how well the resident understands others.
- G. B0800 Assessment Guidelines
 - 1. Conduct the assessment in the resident's preferred language.
 - 2. Comprehension problems resulting from the lack of an interpreter are not considered an inability to make self understood.
 - 3. If the resident uses a hearing aid, hearing device, or other communications enhancement device, the resident should use that device during the evaluation of the resident's understanding of person-toperson communication
 - 4. Make sure the device is operational.
- H. B0800 Coding Instructions
 - 1. Enter the code that best reflects the resident's ability to understand verbal content however able (with hearing aid or device if used).
 - Code 0, Understands clear comprehension
 - Code 1, Usually Understands

 misses some part/intent of message but comprehends
 most conversation
 - Code 2, Sometimes
 Understands responds
 adequately to simple, direct
 communication only
 - Code 3, Rarely/ Never Understands

INSTRUCTIONAL GUIDANCE

Instructor Notes

B0800 Ability to Understand Others Detailed Coding Instructions

• Code 0, Understands – clear comprehension

If the resident clearly comprehends the message(s) and demonstrates comprehension by words or actions/behaviors.

• Code 1, Usually Understands – misses some part/intent of message but comprehends most conversation

The resident may have periodic difficulties integrating information but generally demonstrates comprehension by responding in words or actions.

• Code 2, Sometimes Understands – responds adequately to simple, direct communication only

If the resident demonstrates frequent difficulties integrating information, and responds adequately only to simple and direct questions or instructions. When staff rephrase or simplify the message(s) and/or use gestures, the resident's comprehension is enhanced.

• Code 3, Rarely/ Never Understands

If the resident demonstrates very limited ability to understand communication. Or, if staff have difficulty determining whether or not the resident comprehends messages, based on verbal and nonverbal responses. Or, the resident can hear sounds but does not understand messages.

Instructor Notes

Item B1000 & B1200

Vision and Corrective Lenses

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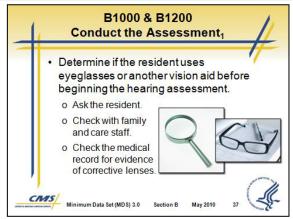
VII. Item B1000 & B1200 Vision

A. The final component of this section evaluates the resident's ability to see using glasses or other visual appliance such as contacts or a magnifying glass.



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- B. B1000/B1200 Importance
 - 1. Vision often diminishes over time.
 - 2. If uncorrected, vision impairment can:
 - a. Limit the enjoyment of everyday activities such as reading newspapers, books or correspondence, and maintaining and enjoying hobbies and other activities.
 - b. Affect a resident's ability to conduct activities of daily living such as bathing, toileting, dressing, grooming, etc.
 - Limit the ability to manage personal business, such as reading and signing consent forms.
 - d. Moderate, high, or severe impairment can contribute to sensory deprivation, social isolation and depressed mood.
 - e. An inability to see obstacles in the environment increases the risk of falls.

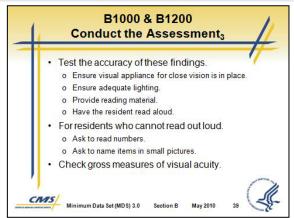


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- C. B1000 Conduct the Assessment
 - 1. Determine whether the resident uses eyeglasses or other vision aids.
 - a. Ask the resident.
 - Ask if he or she uses eyeglasses or other vision aids.
 - If so, is the device at the facility?
 - If the resident cannot respond, check with family and care staff whether the resident uses corrective lenses.
 - c. Check the medical record for evidence that the resident used corrective lenses when ability to see was recorded.
 - 2. Ask staff about resident's usual vision patterns over the lookback period.
 - a. Is the resident able to see:
 - Newsprint
 - Menus
 - Greeting cards
 - b. Interview staff over all shifts if possible.
 - 3. Ask the resident about his or her visual abilities.



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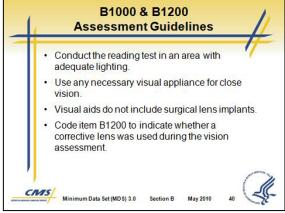
- 4. Test the accuracy of these findings.
 - a. Ensure the resident's customary visual appliance for close vision is in place.
 - Eyeglasses
 - Magnifying glasses
 - b. Ensure adequate lighting.
 - c. Ask the resident to look at regular size print in a book or newspaper.
 - d. Have the resident read aloud.
 - Start with larger headlines or titles.
 - End with the finest level of print.
 - e. If the resident is unable to read the newspaper, offer material with larger print such as a flyer or large print book.
 - f. Some residents have never learned to read or are unable to speak (e.g., aphasia).
 - Ask the resident to read numbers, such as dates or page numbers.
 - Ask the resident to name items in small pictures.
 - Be sure to display this information in two sizes (equivalent to regular and large print).

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- g. Observe the resident's eye movements to see if his or her eyes seem to follow movement of objects or people.
 - If the resident is unable to communicate or follow your directions for testing vision
 - These gross measures of visual acuity may assist you in assessing whether or not the resident has any visual ability.

D. B1000 & B1200 Assessment Guidelines

- 1. Ensure that the reading test takes place in an area with adequate lighting.
- 2. If the resident uses a visual appliance for close vision, ensure that he or she has the necessary visual appliance.
- 3. Visual aids do not include surgical lens implants.
- 4. Code item B1200 to indicate whether a corrective lens was used during the assessment.



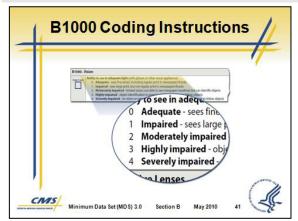
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Instructor Notes

Adequate Lighting

Lighting that is sufficient and comfortable for a person with normal vision to see fine detail

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- E. B1000 Coding instructions
 - Code 0, Adequate -- sees fine detail, including regular print in newspapers/ books
 - Code 1, Impaired -- sees large print, but not regular print in newspapers/ books
 - Code 2, Moderately impaired -- limited vision, not able to see newspaper headlines but can identify objects
 - Code 3, Highly impaired object identification in question, but eyes appear to follow objects
 - Code 4, Severely impaired -no vision or sees only light, colors or shapes; eyes do not appear to follow objects
- F. If a resident is determined to have visual ability based on gross measures of visual acuity, use **Code 3. Highly Impaired**.

INSTRUCTIONAL GUIDANCE

Instructor Notes

B1000 Vision Detailed Coding Instructions

- Code 0, Adequate -- sees fine detail, including regular print in newspapers/books
- Code 1, Impaired -- sees large print, but not regular print in newspapers/books
- Code 2, Moderately impaired -- limited vision, not able to see newspaper headlines but can identify objects

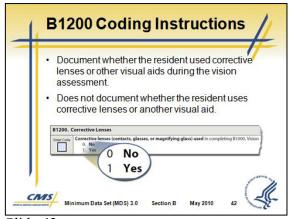
If the resident has limited vision, is not able to see newspaper headlines, but can identify objects in his or her environment

• Code 3, Highly impaired – object identification in question, but eyes appear to follow objects

If the resident's ability to identify objects in his or her environment is in question, but the resident's eye movements appear to be following objects (especially people walking by)

• Code 4, Severely impaired -- no vision or sees only light, colors or shapes; eyes do not appear to follow objects

Instructor Notes

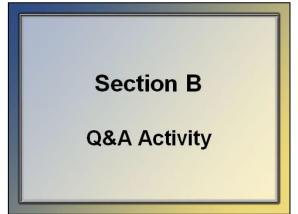


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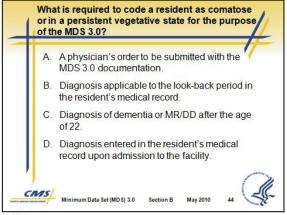
F. B1200 Coding Instructions

- Document whether the resident used corrective lenses or other visual aids during the vision assessment conducted in B1000.
- 2. Does not document whether the resident uses eyeglasses or another visual aid.
- Code 0. No
- Code 1. Yes

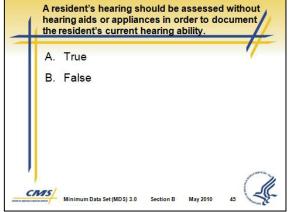
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INSTRUCTIONAL GUIDANCE

VIII. Section B Activity

This is a question/ answer exercise to help gauge retention of the course material and provide an opportunity for follow-up and reinforcement.

This activity consists of 5 questions.

1. What is required to code a resident as comatose or in a persistent vegetative state for the purpose of the MDS 3.0?

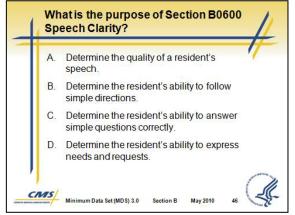
Correct answer is B.

A diagnosis of comatose or persistent vegetative state must be documented in the resident's medical record.

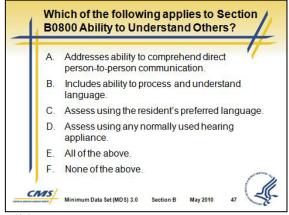
2. A resident's hearing should be assessed without hearing aids or appliances in order to document the resident's current hearing ability.

Correct answer is B.

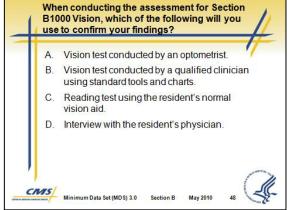
The assessment should be conducted with any normally used hearing aid or appliance.



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INSTRUCTIONAL GUIDANCE

3. What is the purpose of Section B0600 Speech Clarity?

Correct answer is A.

Options B, C, and D are incorrect because the assessment for item B0600 evaluates only the resident's ability to speak clearly.

The focus of item B0600 is the quality of speech, not the content or appropriateness of speech.

4. Which of the following applies to Section B0800 Ability to Understand Others?

Correct answer is E.

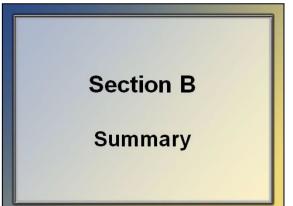
Item B0800 addresses the resident's ability to comprehend direct person-to-person communication and the ability of the resident to process and understand language.

Conduct the assessment for B0800 using the resident's preferred language and using any normally used hearing appliance.

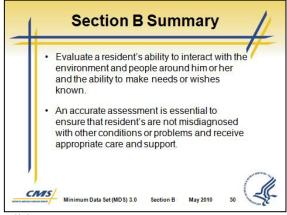
5. When conducting the assessment for Section B1000 Vision, which of the following will you use to confirm your findings?

Correct answer is C.

Confirm assessment findings by conducting a reading test using the resident's normal vision aid.



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INSTRUCTIONAL GUIDANCE

IX. Section B Summary

- A. That completes Section B of the MDS 3.0.
- B. When completing this section, you are evaluating a resident's ability to interact with the environment and people around him or her and the ability to make needs or wishes known.
- C. An accurate assessment is essential to ensure that resident's are not misdiagnosed with other conditions or problems and receive appropriate care and support.