



Changing Talk Online Training (CHATO): A National Trial to Reduce Behavioral Symptoms in Long Term Care Residents With Alzheimer's Disease and Other Dementias funded by the National Institute of Health

The purpose is to test a new online version of the evidence-based Changing Talk (CHAT) communication training program designed to improve staff communication and reduce behavioral and psychological symptoms of residents with dementia. Training focuses on increasing staff's person-centered communication and reducing their use of elderspeak.

We are seeking any nursing home or nursing home group across the nation interested in providing the web-based training to staff via a URL link. All staff in the nursing home are welcome and encouraged to take the training. Staff can complete the modules at any time and can log in and out of the modules as needed and return later to complete them. Because the modules are available 24/7, there should be no need to interrupt staff during work. We will be working with CMS to access deidentified MDS and Quality Indicator data to evaluate resident and nursing home outcomes.

Nursing homes will participate over a three-month period (one month to plan, one month for staff to complete online training, and one month to follow up). Implementation time is flexible and tailored to the nursing home. The training consists of 3, 1-hour modules, ideally completed one per week. Leadership will complete online surveys before and after training and one-year later. Leadership and staff may also be invited to volunteer for phone interviews or a focus group evaluation.

There is no cost, direct-care staff can earn 3 contact hours, and all staff get a Certificate of Completion for their file.

Benefits to you, your staff, and your residents include:

- A person-centered approach.
- Education about elderspeak and better communication strategies.

- Reduction in resistiveness to care and other behavioral symptoms in residents with dementia.
- Reduction in the need for psychotropic medication.
- Convenient, online educational format for busy nursing homes.
- Qualifies for CMS dementia care training hours requirements.
- A free, nonpharmacological, evidence-based intervention is an excellent addition to a Quality Improvement Plan.

The study is evaluating hypothesized effects on reducing behavioral and psychological responses of residents and the need for psychoactive medication use. An improved work environment, less challenging care situations, and enhanced relationships with residents may reduce staff stress and turnover. The entire industry can benefit from enhancing the person-centered environment and the potential added success in reducing care challenges and psychotropic medication use.

We are currently enrolling nursing homes and will continue every quarter during 2022-2025. Please see our [website](#) to learn more about CHATO and to contact us. We are hosting regular informational meetings to answer your questions and provide next steps.

Please provide your contact information on our website. We look forward to working with you and your staff!