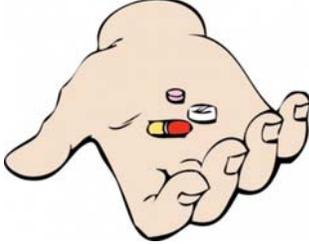


North Central Health Care

“Let me Be me! Let’s Do It Drug Free

Using a Resident Centered Care to Reduce Unnecessary Psychotropic Medications



Presented by:
 Janice Baron, Nurse Manager
 Merry Wimmer, Social Work
 Cagney Martin, Activities

North Central Health Care
 Health Services | Education | Research

North Central Health Care

North Central Health Care
 The recommendations contained herein are the result of many years of team/staff experience and review. Any recommendations for client care must be held up against individual circumstances at hand. Our recommendations cannot be considered universal and complete. The speakers repudiate any responsibility for unfavorable effects that result from information, recommendations, undetected omissions or errors.

North Central Health Care
 Health Services | Education | Research

North Central Health Care

Mount View Care Center

- Skilled nursing facility
- Located in Wausau, Wisconsin
- Six years working on Resident Centered Care

Long Term Care 107 residents	Legacies 107 residents	Post Acute 49 residents
LaKeview Heights 42 Residents Early to mid stage, some psych	Gardenside Crossing 43 Residents Middle Stage	Evergreen Place 22 Residents End of Life care

North Central Health Care
 Health Services | Education | Research

North Central Health Care

2008	2010	2013
Average of 31 falls per month	Average of 10 falls per month	Average of 4.5 falls per month
35 Alarms	0 Alarms	0 Alarms
26 High Risk Pressure Ulcers	6 High Risk Pressure Ulcers	0 High Risk Pressure Ulcers
206 Behavior Episodes	115 Behavior Episodes	36% Reduction in Psychotropic Medications

North Central Health Care
People. Partners. Possibilities. Proven.

North Central Health Care

It's all about PEOPLE

People meaning two things:

1st

Care Team

- Interdisciplinary team
- Doctors
- Family

As known as the CULTURE

2nd

Resident

- Needs
- Symptoms
- Environment

North Central Health Care
People. Partners. Possibilities. Proven.

North Central Health Care

It's all about PEOPLE = Care Team

People create culture, therefore:

Don't start with medications, environment, or any other aspect except people

"It's not about the floor, but the people who walk on it."

Find the right people to care for your residents

Bus Philosophy

Find people who have the attitude,

"What's right for them, NOT what's easiest for me"

Will vs. Skill

North Central Health Care
People. Partners. Possibilities. Proven.

North Central Health Care

It's all about PEOPLE = Care Team

Jim Collins & The Bus

You are a bus driver, the bus is your company/neighborhood/facility.
You're at a standstill and you have to get moving.

What do you do?



North Central Health Care
People. Partners. Progress. Possibilities.

North Central Health Care

It's all about PEOPLE = Care Team

Get the wrong people off the bus

Interviews

- Determine the difference between can't and won't
- When you know you need to make a change, ACT

There are other "buses" out there, so if you choose to get off one bus, find another

- Remember it's a choice to be on or off the bus
- If it was a hiring situation instead of firing, would I hire this person again?
- If the person came and told you they were leaving would you feel disappointed or secretly relieved

North Central Health Care
People. Partners. Progress. Possibilities.

North Central Health Care

It's all about PEOPLE = Care Team

Get the right people on the bus

- Core values

Whether or not someone is the right person has more to do with character traits and innate capabilities than with specific knowledge, background or skills

- Emotional Intelligence
- Demand Excellence
- When in doubt don't hire-keep looking

North Central Health Care
People. Partners. Progress. Possibilities.

North Central Health Care

It's all about PEOPLE = Care Team

Get the right people in the right seats

- Won't have to motivate them because they will be with others who just want to be on the bus
- Have a passion for the company and the work it does
- Eliminates the need to micromanagement

North Central Health Care
People. Partnerships. Possibilities.™

North Central Health Care

It's all about PEOPLE = Care Team

We can help by...

- Aligning work design with vision
- Mentoring
- Empowerment
 - Education
 - Recognition

Stop, Starting It!

Dementia Care Education

North Central Health Care
People. Partnerships. Possibilities.™

North Central Health Care

It's all about PEOPLE = Care Team

Starting your own minibus: Cross Training

Eliminates "That's not my job" mentality

Create pockets of greatness

- Spa CNAs
- Recreational CNAs
- Homemakers

***Remember:**
**All organizations/culture/neighborhoods
are set up to get what they get**

North Central Health Care
People. Partnerships. Possibilities.™

North Central Health Care

It's all about PEOPLE = Care Team

Problem Solving, Brainstorming & Communicating

- Include all disciplines especially the physician and family
 - Ask the CNAs, they know!
 - Tell them when you are starting/stopping medications
- Communicate why the symptom might be happening
 - Pain
 - Tool for nurses
 - Watch for patterns and falling back on old ways
 - PRNs being given rather than pain medication
- Provide ongoing education
 - Huddles with staff



North Central Health Care

It's all about PEOPLE = Residents

Understanding the Your Perspective... What is your perspective?

“People with dementia often develop behavioral symptoms such as **agitation, anxiety, screaming, wandering and resisting** the care of people working with them. Up to 78 percent of people in nursing homes have dementia and 76 percent experience some behavioral and psychological symptoms of dementia.”

Health Behavior News Service, part of the Center for Advancing Health

Symptoms vs. Behaviors
Setting people up to succeed or fail



North Central Health Care

It's all about PEOPLE = Residents

Understanding the Resident's Perspective

- Understanding people and what they are going through
- Meeting the unmet need, all their needs



North Central Health Care

It's all about PEOPLE = Residents

Understanding the Environment
 Getting lost in the shuffle
 How the environment can help
 How the environment can be a trigger

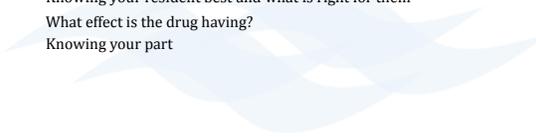


North Central Health Care
 People. Partners. Possibilities.™

North Central Health Care

It's all about PEOPLE = Residents

Permanent Assignments
 Building trust with the resident and the family
 Knowing your resident best and what is right for them
 What effect is the drug having?
 Knowing your part



North Central Health Care
 People. Partners. Possibilities.™

North Central Health Care

It's all about PEOPLE = Residents

Why should we get rid of them?

- Studies have consistently show that 30-60% of people with behavioral symptoms get better simply from the passage of time and increased attention of their care.
- Also evidence shows that a large proportion of so-called "behavior problems" stem from an incongruence between needs and the degree to which an environment can fill those needs.
 - Represent a cry for help
 - An unmet need
 - Inadequate attempt to fulfill those needs
- **Fewer than 1 in 5 will improve** due to medication.
 (Would you take a medication that has less than a 20% chance of working?)
- If all we look for is a reduction in negative symptoms, then we can't rule out sedation as a reason for improvements. Do people who receive these drugs show more signs of pleasure, feel more secure, show heightened engagements **or are they just quieter?**

North Central Health Care
 People. Partners. Possibilities.™

Resources:

Person-Directed Dementia Care Assessment Tool
<http://www.dhs.wisconsin.gov/aging/genage/Pubs/pde0084.pdf>

Dementia Beyond Drugs, G. Allen Power

State Operational Manual, Survey Process, Tag F 329

Psychotropic Drug Use powerpoint. Feb 7, 2012. Doug Englebort, DHS
