BACKGROUND

Health care professionals in acute care are tasked with the challenge of providing holistic, patient-centred care to an increasingly ill and aging population. As this portion of the population continues to age and people live longer, hospital clinicians will continue to see an increasing number of patients with dementia, delirium and associated behaviours. Meeting the needs of these conditions while providing person-centred, evidence-informed care will be essential in ensuring quality patient care and positive outcomes.

A review of intra-hospital employee satisfaction surveys, incident reporting results, an annual Geriatric Institutional Assessment Profile (GIAP) survey and stakeholder interventions identified the imperative to build clinicians’ competence, confidence and capacity in working with older patients with delirium, dementia and associated behaviours.

OBJECTIVE

• To develop and evaluate the impact of providing frontline clinicians with structured, educational workshops on delirium, dementia and associated behaviours.

PROGRAM DEVELOPMENT

• Various teaching and learning modalities were used to develop program content.
• Literature review and use of the Behavioural Education and Training Supports Inventory (BETSI) framework informed organizational readiness and program components.

PROGRAM IMPLEMENTATION

• Three workshops were designed and delivered with stakeholder participation.
• Acute Care for Elders (ACE) unit staff received the intervention as part of their on-going unit education.
• Members of the Inter-professional Geriatric Committee encompassing Nursing, Physiotherapy, Occupational Therapy, Respiratory Therapy, Social Work and others were invited to participate as part of their committee involvement.

OVERVIEW

WORKSHOP 1
Objective: To improve knowledge related to dementia, delirium and associated behaviours.
Content:
• Personhood
• Cognitive Disorders & Challenging Behaviours in Acute Care
• Caregiver Support
• Documentation + Communication
Delivery - Didactic

WORKSHOP 2
Objective: To improve skill, ability and confidence in responding to responsive behaviours.
Content:
• Evidence-based, full-day curriculum
• Overview of principles of person-centred care
• Meaning behind responsive behaviours
• Introduction to impact of dementia on the brain
• 7A’s of dementia
• Suitable, respectful self-protective and intervention techniques to use in response to catastrophic behavior
Delivery - Didactic and case based

WORKSHOP 3
Objective: To apply content from workshops one and two to “real life” situations in a non-threatening and safe environment that fosters feedback and sharing of experiences.
Content:
• Four case studies focused on:
  1. Verbal and physical agitation; potential for physical aggression
  2. Emotional support and family education on dementia and associated behaviours
  3. Baseline history and assessment skills
  4. Inter-professional communication
Delivery - Cased-based, standardized patient scenarios

OUTCOMES

Table 1. Workshop Evaluation Overview

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<th># of participants</th>
<th>Average overall rating out of 5</th>
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Figure 5. Self-Efficacy Pre and Post Program Completion

Figure 6. *Knowledge Pre and Post Program Completion

SELECTED REFERENCES


Gillen, Lodice MG, RN; Goker, Esther MKS,N; NG, RN; Montemore, Maureen MGS, RN; Piccovali, Anne, MSW, RN(BC). Sustainability of an Innovation to Support and Respond to Person With Behaviors Related to Dementia and Delirium. Journal of Nursing Administration. February 2015 - Volume 45 - Issue 2 - p 70–73.

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