

Quality Improvement Initiative Preventing Aggressive Incidents

at Providence Manor

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Goals
Outcome
measures
Target

The number of Aggressive Responsive Behaviours correlates with individual residents and their cognitive and physical condition. One resident with Aggressive Responsive Behaviours can result in a fluctuation of reported incidents

Goal: the goal is to decrease the number of repeat incidents by individual residents.

⇒ Accomplishments in 2015!

Target	Accomplishment
Reduce the number of Aggressive Responsive Behaviour incidents, resident-to-resident, resident-to-staff or resident-to-visitor on Montreal 5	A Responsive Behaviour Team (RBT) has been implemented to screen residents with repeat responsive behavioural incidents and to collaborate in the development of strategies for their care
Increase use of Montessori and Sensory Rooms by staff and families on Montreal 5	Montreal 5 Montessori Room has been renovated and in use by residents, families and staff
Improved understanding of the triggers and related strategies to prevent Aggressive Responsive Events	Twenty-seven staff members completed GPA Training (Gentle Persuasive Approach) in 2015

Plans for 2016/17

- ⇒ The RBT (Responsive Behaviour Team) will look at improving screening and assessment for those living with dementia to determine possible contributing factors for behavioural responses that are exhibited.
- ⇒ The team will look at possible alternatives for why the behaviour is occurring, such as: pain, infection, boredom, environmental stimulation, or change in condition.
- ⇒ The goal is to improve symptom-management for those living with dementia and decrease the number of responsive behaviours that the resident is exhibiting.
- ⇒ Increase existing and new staff awareness and understanding of the RBT process.
- ⇒ Improve communication and documentation when there is a change in resident care plan.
- ⇒ Complete a P.I.E.C.E.S. (Physical, Intellectual, Emotional, Capabilities, Environment, Social) framework including a Risk Assessment after three or more SafetE-Net reports are reported for the same resident.
- ⇒ Utilizing a multidisciplinary approach to provide the best possible outcomes for the resident.
- ⇒ Behaviour is 'Our Piece of The Puzzle'



Plans for
2016/17