Choose change ideas most appropriate for your LTC home

Engage Residents and Families:
- Involve residents and families in care planning
- Obtain resident’s life history
- Engage family in problem solving to understand behaviour changes and potential triggers
- Create communication tool for families to use at care conferences
- Provide a checklist for families of things that will be happening and what to inquire about routinely
- Family representation on QI teams
- Pre-admission tours
- Private and comfortable spaces for family to spend time with resident
- Invite family to unit activities
- Buddy programs for newly admitted and future residents
- Family as trainers, support group leaders, newsletter writers, etc.

General Principles of Care Planning:
- Individualize care plans based on resident abilities, preferences, needs, and goals of care
- Give families a copy of the plan.
- Flexible scheduling to correspond with peak demand
- Ask family about care and opportunities for involvement
- Use effective communication strategies in all resident interactions: approach from front, speak at eye level, address by name, use simple words, short phrases and gentle calm tone, minimize distractions, give time to respond, repeat words, avoid ‘baby/elder talk’

Admission Processes:
- Pre-admission tours
- Documentation of behavioural history, risk, triggers, management strategies (see column 1)
- Admission process
- Establish Resident and Family Councils
- Invite family to unit activities
- Pre-admission tours

Reduce Resident Wait Times:
- Reduce technology for information
- Organizational changes to internal communication programs, teams, etc.
- Organizational changes/intervention behaviour management strategies (see column 1)
- Keep equipment available at point of use
- Organization/structure to facilitate discharge
- Reduce redundancy and use precautionary assessments

Increase Bathing Experience:
- Increase structure, consistency and predictability
- Flexible scheduling of meals and other ADLs based on need
- Medication reviews – reconciliation and consultation
- Team huddle
- Provision of agency support
- Staff support
- Use symbols or pictures instead of words – e.g. toilet signs and symbols
- Use preferred music
- Pagers/phones on vibrate setting
- Promote relationships among residents and with staff
- Design furnishings of units to accommodate numbers of residents
- Use environment as a therapeutic tool

Physical Design Features:
- Neutral/cool transitional lighting
- Sufficient natural light
- Eliminate glare and shadows

Design Systems to Avoid Mistakes
- Small groupings of residents
- Involve family in activities, etc.
- Staff support
- Families exit with residents
- Pet therapy – regular visits

Social Design Features:
- Good smells – coffee, bread, etc.
- Promote comfort, independence, safety and emotional security
- Use environment as a therapeutic tool
- Promote relationships among residents and with staff
- Design furnishings of units to accommodate numbers of residents
- Use environment as a therapeutic tool

Environment:
- Neutral/cool transitional lighting
- Sufficient natural light
- Eliminate glare and shadows

Make Environment Therapeutic:
- Operating rooms, etc.
- Staff communicate during procedures
- Avoid TVs as passive engagement
- Pagers/phones on vibrate setting
- Promote relationships among residents and with staff
- Design furnishings of units to accommodate numbers of residents
- Use environment as a therapeutic tool

Documentation Processes:
- Patient charting, etc.
- Use preferred music
- Staff support
- Families exit with residents
- Pet therapy – regular visits

Measure and Control Noise:
- Soundproof music/activity rooms
- Promote comfort, independence, safety and emotional security
- Staff support
- Families exit with residents
- Pet therapy – regular visits

Design Series resources on noise, lighting and doorways at

Hardware:
- Showers:
  - Multi-purpose showerheads
  - Zone valves
  - High flow/massage
  - Thermostatic valves
  - ARC

Venue/services:
- Music therapy
- Interdisciplinary teams
- Programmes/services

Standardize Assessment Tools:
- Reassess at regular intervals
- Assess on admission
- Recognition and assessment improve work flow
- Develop routine practices
- Design systems to avoid mistakes

Decrease Physical Agitation:
- Patients: use antibodies, immunosuppressants, antineoplastics, etc.
- Staff: promote relationships among residents and with staff
- Design furnishings of units to accommodate numbers of residents
- Use environment as a therapeutic tool

Physical Design Features:
- Soft, comfortable furniture
- Design furnishings of units to accommodate numbers of residents
- Use environment as a therapeutic tool

Design Systems to Avoid Mistakes
- Small groupings of residents
- Involve family in activities, etc.
- Staff support
- Families exit with residents
- Pet therapy – regular visits

Responsive Behaviours – Clinical and Organizational Change Concepts and Ideas

Reassess at regular intervals
- Assess on admission
- Recognition and assessment improve work flow
- Develop routine practices
- Design systems to avoid mistakes

Use effective communication strategies in all resident interactions: approach from front, speak at eye level, address by name, use simple words, short phrases and gentle calm tone, minimize distractions, give time to respond, repeat words, avoid ‘baby/elder talk’

Assistive Devices/ Technologies:
- Videos/pictures and ID bracelets for residents

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<table>
<thead>
<tr>
<th>Change Ideas</th>
<th>Barriers – what will get in the way of implementing your idea? (use fishbone and 5 whys to identify)</th>
<th>Enablers – what strategies, ideas, tools and tips can you implement that will ensure successful implementation of your change idea?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team huddles after behaviour episodes</td>
<td>Lack of focus or structured approach to problem-solving</td>
<td>Use P.I.E.C.E.S. 3-Question template to focus conversations</td>
</tr>
<tr>
<td></td>
<td>No follow-through of decisions</td>
<td>Create documentation tool to record accountabilities, strategies, next steps</td>
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<td>Reduce noise</td>
<td>Noisy equipment – floor buffer</td>
<td>Reduce frequency of floor maintenance</td>
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<td></td>
<td>Lack of awareness</td>
<td>Schedule intrusive noise</td>
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<td></td>
<td></td>
<td>Education re: impact of noise on behaviours</td>
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<tr>
<td>Obtain life history for all residents</td>
<td>Lack of consistency of information</td>
<td>Create template/guide for interviewer</td>
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<td></td>
<td>Information is not displayed conveniently</td>
<td>Post discreetly in room or in behaviours section of chart</td>
</tr>
<tr>
<td>Improve pain control</td>
<td>No standardized process</td>
<td>Use pain assessment tool for cognitive impairment</td>
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<td></td>
<td>Not perceived as a problem</td>
<td>Collaborate with Pain and Symptom Management Consultant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staff education</td>
</tr>
</tbody>
</table>

Responsive Behaviours: Overcoming Barriers Worksheet

Use this worksheet to identify and track your **Change Ideas**. For each **Change Idea**, list all of the **barriers** you can think of, then list all of the **enablers** or strategies that you could put into place to help overcome the barriers and ensure that your efforts will be effective and successful. Common examples from Long-Term Care homes have been included to help get you started.

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