

Module 20

UNDERSTANDING CHALLENGING BEHAVIORS

DHSR/HCPR/CARE NAT I Curriculum – July 2013

1

Objectives

- At the end of the module, the nurse aide will be able to:
 1. Identify key concepts in aging as they relate to challenging behaviors
 2. Understand triggers to challenging behaviors
 3. Discuss good communication and problem solving as related to challenging behaviors
 4. Define the home care aide's role in working with angry, combative, or agitated patients

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2

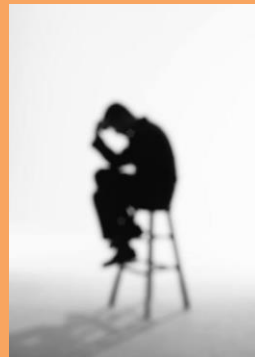
Understanding Challenging Behaviors

- It is estimated that in 2006, there were over 37 million people age 65 and older in the United States.



Understanding Challenging Behaviors

- Developmental Tasks Involve:
 - Physical and/or health issues
 - Retiring/living on a fixed income
 - The death of loved ones
 - Possibly moving and/or making new friends
 - One's own life and death



Understanding Challenging Behaviors

- There can be a great deal of mixed feelings for your patients



Understanding Challenging Behaviors

- How does the home care aide deal with challenging behavior?



Verbal De-escalation

DO

- Remain calm
- Isolate the situation
- Enforce limits
- Listen
- Be aware of nonverbal cues
- Be consistent

DON'T

- Over react
- Get in a power struggle
- Make false promises
- Fake attention
- Be threatening
- Be condescending
- Use jargon that the patient may not understand

Understanding Challenging Behaviors

• Activity #1 – Directives Exercise



Understanding Challenging Behaviors

- Physical Communication



Understanding Challenging Behaviors

- Getting to the real reason for challenging behaviors is key



Understanding Challenging Behaviors

- **Activity #2 – What Makes YOU Angry?**



- As with anyone, your patients are going to have good days and bad days. Maintaining your composure and treating your patients with respect, even if at that time it does not feel like they are respecting you, will help you to work with a challenging patient. Of course, all occurrences of challenging behaviors should be reported to your supervisor.