



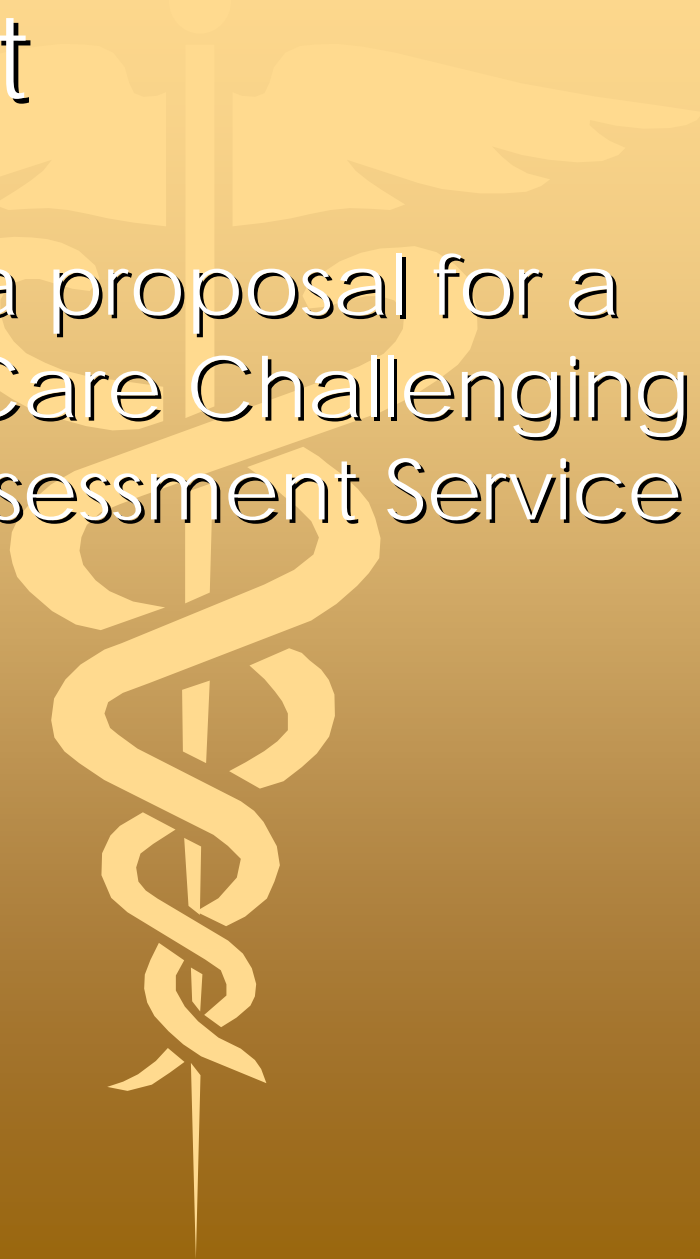
Challenging Behaviours

A Reality, A Responsibility, A
Challenge

An Opportunity to 'Get it Right'

The Project

- To develop a proposal for a Continuing Care Challenging Behaviors Assessment Service



Providing a Focus



- No good deed goes unchallenged
- Respecting and accepting all the “political” influences
- Finding a tool that would
 - help us to ensure that we were addressing the needs of our target population
 - keep us on track with the expectations / requirements of “other influences”

Context

Factors that needed to be taken into consideration for any new proposal:

Multiple
Government
Departments

Multiple
Reports

Strategic
Plans

Previous
Accepted
Proposals

Departmental
Reviews

Frameworks

External Reviews with
Recommendations

How could we achieve our goal
without losing our way along the
process?

Important Point



- There were many common themes across all of the policies, reviews and frameworks
- However, new programs were required to fit with and reflect the direction of the organization, system and department

Important Point

- The reviews consisted of statements and recommendations that provided little direction to individuals and groups who would be developing program proposals or standards and policies

Challenge

- Develop a proposal for a unit that would support individuals in the Continuing Care Sector who presented with behaviors that could not be adequately supported in their current home setting
- Set criteria for success that would ensure that the service meet not only the needs of service users but also service providers and funders

Team

- Brought together by Nova Scotia Association of Health Organizations
- Consisted of front line workers from long term care and home care, administrators, physicians from general practice, geriatric medicine and geropsychiatry and union reps

Process



- Several 5 hour meetings were slated
- At the outset the team was presented with a project charter for review and acceptance
- All participants had the opportunity to introduce themselves and discuss what they hoped this process would accomplish
- All participants had good intentions but there were, not unexpectedly, clear statements of personal/organizational agendas

Process



- The policy lens was offered as a guide for the process
- All members received a copy for review prior to our second meeting
- As a check before we got too far into the process we answered all the questions (some did not apply)
- We did a check in/ follow-up at subsequent meetings to ensure that we had actioned the things that were missing from our process.

Learnings

- Although we felt the group represented “the right people” we were missing several important contributors....We included additional reps, Alzheimer Society, Seniors Secretariat, Academic, invited MLAs, family
- Our proposal will address the needs of a small, vulnerable sub-group of seniors

Learnings



- Discussion about diversity identified other sub populations. There was agreement to identify and advocate for a continuum of services that would support all
- Diversity of clinical presentation was seen to have relevance along with the more obvious characteristics

Learnings

Accessibility

- The context of access can be misinterpreted and with this group it initially was used to present personal agendas. However, the points that are presented for discussion refocus the group on meeting the needs of the target population vs meeting the needs of service providers

Learnings

Participation

- When dementia is complicated by very difficult and challenging behaviors the person is often further isolated. Discussion related to this issue brought out the need to develop a service that supports and enables individuals with this difficult presentation to belong and participate to the greatest extent of their ability

Learnings



- Dignity is often a “standard” value
- By addressing the four questions we were able to ensure that the service will put in place activities, process that operationalize the concept

Value



- Keep the person as the core of the process
- The values that define our attitude and behavior towards the person also must define our attitude and behavior toward planners, funders and organizations
- The questions help to address the concrete aspects of service development and help to keep the focus on the person

Value



- Identified and supported what we were doing right
- Identified areas that we were not adequately addressing
- Provided an accountability mechanism to ensure that we did something when a need was identified

Value



- By keeping the focus on the person there was a context for everyone's thoughts and ideas. Ultimately, would their point or perspective be appropriate to meeting the need of the population?
- In addressing self esteem, participation and individual needs, we were given support for the components of the service. To meet those criteria the service would require appropriate staffing, education, environment etc

Value



- Using the lens helps to reinforce that all persons in care are entitled to a standard of care that maximizes participation and enhances quality of life regardless of impairment or limitations
- To make this work we must extend the same values to caregivers and care providers



Q U E S T I O N S