



Getting to the Root Cause

Understanding Residents' Unmet Needs

What happens in the brain?

- 🌀 In conditions that cause dementia, the neurons and channels for passing information between the neurons, are damaged
- 🌀 The person can no longer think, feel, and act as they did before

What happens in the brain?

- ② Area of brain affected can affect the way they respond
- ② --frontal lobe: putting underwear on over clothing, eating from another's plate, cussing
- ② --parietal lobe: unable to identify spoiled food by smell, unable to sense skin is being burned
- ② --temporal lobe: asking questions over and over again, sudden reactions with rage
- ② --occipital lobe: may not recognize spouse or family, constantly wants to go home,

What Does NOT Change with Dementia

- ② Personhood- “the state or condition of being a person...”
- ② Value- “...importance to the possessor”
- ② Worth- “the quality that renders something ...useful”

(quoted from *the freedictionary.com*)

- ② Innate perception-ability to perceive, especially emotions and situations

Conclusion

- ② Dementia affects a large percentage of our nursing home population
- ② “Behaviors” exhibited can be correlated to “unmet needs” or trying to communicate something
- ② Be challenged to explore options to anticipate or meet the “unmet need”, both physical and emotional

Dealing with the Emotions and Feelings that might create Challenges

- 🌀 Like all of us, residents experience emotions and feelings.
- 🌀 Like all of us, we sometimes act out on our emotions and feelings.....and that's OK.

Agitation can be an expression of:

- ② Feel isolated
- ② Hunger or thirst
- ② Toileting needs
- ② Discomfort – too hot or cold, pain, etc.
- ② Fear
- ② Boredom

Antipsychotics have been shown to:

- ② Increase Insomnia
- ② Increase falls
- ② Decrease appetite
- ② Cause nausea
- ② Depression

Agitated Residents

- ② Can be frustrating
- ② Caregivers might pull back therefore increasing the residents isolation
- ② Find the identifying triggers for each resident.
- ② Intervene early

Non-Pharmacutical Interventions for All Dementia Residents

- ② Assess for basic needs
- ② Change the environment
- ② Divert attention to other activities
- ② Provide social contact.



Consider: Environment of the Home

- ② Is your home noisy?
- ② Are staff at the nurses station discussing the schedule?
- ② Is there overhead paging?

Consider in order to help the residents feel more at home, safe and less anxious.

Consider: Possible Barriers

- Some things that might be getting in the way of our ability to provide great care.
 - Do we know to always approach a resident from the front?
 - Do we know why that is important?
 - Does the schedule meet our needs or the residents?
 - Do activities reflect the residents' interests or our own?



Communication is More than Talk

How we listen

Body language

Environment

Filling Emotional Needs

Person-Centered Care with a Typical Long Term Care Mindset.

- ② Reactive, not proactive.
- ② Discrete activities, often without underlying meaning for the individual.
- ② Not person-directed.
- ② Not tied into domains of well-being



Doing For Vs. Doing With



- Values “doing” over “being”
 - ② Devalues elders
 - ② Discounts and stigmatizes people living with dementia
 - ② Uses a “hospital” model approach to long-term care
 - ② Provides medical and nursing care, but fails to recognize and cultivate other aspects of life

Filling the Glasses



Identity (Is my story known and understood by my care partners?)

Security (Do I feel safe in my surroundings and do I trust those who provide my care?)

Connectedness (Do I know my care partners? Do I feel like I belong in my living space?)

Autonomy (Do I have opportunities for choice and control throughout the day?)

Taken from Dr. Alan Powers

Filling the Glasses



Meaning (Are the daily activities meaningful to me? Are my self-esteem and ability to care for others supported?)

Growth (Do I have opportunities to experience life in all its variety and to engage creatively with the world?)

Joy (Is life celebrated with me? Am I loved?)

Taken from Dr. Alan Powers

Active Listening = Full Attention

- ② When people listen with their full attention, they remember and understand more of what is being communicated. On the other hand, when they listen inattentively, they miss a lot of what is being said.
- ② Caring and Attentive vs. Hurtful and Unhelpful

Being With means all levels of listening

- Listening is not just about verbal talking, but also non-verbal listening.
- Only about 7% of the meaning we glean is from words.
- 38% is from how the words are spoken
- 55% comes from body language and facial expression.





Experiential Audit as Preparation



- Shift your focus

Move from our own perspective and see the world through the eyes of another

- Share your heart

Look into the heart of another, without judgment

- Shine your light

Use your insights to find the unmet need or environmental mismatch

Body Language



- ② The way people communicate without actually speaking.
- ② Facial Expressions, Eye Contact, Gestures, etc.
- ② As language reception is impaired, awareness of nonverbal is heightened.
- ② As dementia affects spoken words, Non-verbal becomes even more important.
- ② Tone of voice and facial expressions may say more than your actual words.

Body language and Tone of Voice

- ② *"Are you telling me that you'd prefer NOT to bathe this morning?"*
- ② 93% of communication is non-verbal.
- ② Listen with your heart.
- ② Let your intuition be your guide.



Effective Body Language can help improve Resident Care

- ☞ Be aware of your own body language and tone of voice.
- ☞ Be aware of the resident's body language and what it may be telling you about the resident's comfort level. This is especially important with residents who have dementia.



Listening

- Has anyone been in a situation where you really thought you understood what a person meant, but then you found out that you didn't?



Paraphrasing:

- ② Lets the other person know you are listening
- ② Keeps you focused
- ② Lets you check your understanding
- ② Clear up misunderstanding on the spot
- ② Helps the other person think through their ideas



Examples

- ② “It sounds like....”
- ② “It sounds like you’re feeling...”
- ② “Are you saying that...?”
- ② “What I hear you saying is...”
- ② “Okay, let me see if I’m getting this right...”

Paraphrasing for Fact and Feeling

- ② Paraphrasing is not just about confirming or clarifying information, but it is also about understanding the speaker's emotions.
- ② Often we are so focused on the information, it's hard to really "hear" the emotion underneath.
- ② Paraphrasing give a tool to continue to pull out all the feelings the resident may be feeling.

Benefits of Paraphrasing: People love to be listened to!

- ② Prevents miscommunication. False assumptions, errors, and misinterpretations can be corrected on the spot.
- ② Easier to stay focused. Focus is on really understanding the other person.
- ② Helps you remember what was said.
- ② Helps speaker think through the issue.
- ② Focus is on clarifying instead of reacting to the situation

Open Ended Questions

Closed-ended

☞ 1. Are you feeling okay?

☞ 2. Is it too hot in the room?

☞ 3. Are you enjoying the workshop so far?

Open-ended

☞ 1. How do you feel right now?

☞ 2. How is the room temperature for you?

☞ 3. What do you think about the workshop so far?

Asking Open – ended Questions...

- ② Shows curiosity and interest in the person and their perspective
- ② Helps to establish and maintain a good relationship.
- ② Helps the listener understand the situation more fully
- ② Decreases miscommunication and misunderstanding.
- ② Sets the stage for more effective problem solving.

Managing Emotions



- ② We can be faced with people who produce a strong response. This can be due to:
- ② **Emotions**—anxiety, anger, hurt, frustration, hopelessness, or sadness.
- ② **Prejudices and Assumptions**—feeling like we already know the other person's reasons, motivations, or ways of thinking.

Managing Emotions – Pulling Back

- ☞ Sometimes responding emotionally in stressful situations can make it hard to listen well.
- ☞ While you can't control the words or behavior of another person, you can control *your own* emotional responses and reactions.
- ☞ The first step is to become *consciously aware* of one's internal thoughts and external reactions.

Choice point: A Conscious Choice

Reacting emotionally:

- ② Defend our opinions.
- ② Prepare our response.
- ② Look for evidence to support our opinions.
- ② Discount evidence to the contrary.

Pulling back:

- ② Suspend our opinions and put them on hold.
- ② Listen actively, without blocks or judgment.
- ② Look with curiosity for new information or insights.
- ② Stay open to changing our opinion.

Pull back strategies: In the moment...

- ② Take a deep breath.
- ② Silently count to five.
- ② Silently say a personal affirmation such as “I have the strength to deal with what’s happening here.”

Remember to...

② Fill the Glasses



② Share your light.



② Ignite the Spark of Life.



Resources



<http://www.thescanfoundation.org/direct-care-workforce-curricula>

Dementia Beyond Drugs

G. Allen Power, M.D.

Hand In Hand - CMS

Thank You!

