

MODULE 5: INTERVENTION AND STRATEGIES

Module Objectives:

1. Explain the de-escalation strategy as an immediate intervention
2. Discuss Next Step intervention strategies
3. Apply resident centered care and the therapeutic relationship as preventative strategies or elder abuse

Understanding Intervention

- An act used to modify a given situation.
- Each situation must be looked at with its own contributing factors and the individuals involved.
- When assessing a situation, think about the needs and desires of the resident.
- Intervention should be a team based, interdisciplinary approach.



Exercise

When faced with the situation where intervention may be required, keep in mind that your own attitudes and values will influence your perception and responses to the situation.

- Can you think of a situation you've experienced/encountered which was legitimate, but could have been perceived as abusive?
- What was the key element(s) that could have been misinterpreted, and why?

Immediate Intervention

- Use of a phrase to break the flow/de-escalate an abusive situation
- Alert the individual that the situation appears to be abusive
- Examples, write some of your own:
 - Can I help you?
 - Can I see you for just a minute?
 - _____
 - _____



Consider these points when following up on an intervention:

- Who must the incident(s) be reported to?
- What type of information should be presented?
- What internal supports can be drawn on?
- What external supports exist in your community?

Establishing and Respecting Therapeutic Relationships

“The therapeutic relationship is grounded in an interpersonal process that occurs between the caregiver and the client(s). The therapeutic relationship is a purposeful, goal directed relationship that is directed at advancing the best interest and outcome of the client.”¹

- Requires **knowledge** of:
 - Self
 - Resident
 - Residents’s health/illness
 - Processes, systems, tools that are available to care for the patient.
- **Capacities** required in establishing therapeutic relationship:
 - Self-awareness
 - Self-knowledge
 - Empathy
 - Awareness of boundaries and limits of the professional role

Exercise

A therapeutic relationship should be viewed strictly as a business/client relationship. Think about the last positive conversation and/or interaction you’ve had with a service provider (e.g. bank teller, cell phone provider, doctor, etc.);

- What are the key factors that shaped your experience?
- Make a list of a few factors you feel are important in maintaining a professional relationship with your patients.

- 3 phases of a therapeutic relationship:
 - **Orientation:** take the opportunity to get to know the patient and set proper expectations of one another.
 - **Working:** the initial care plan is modified to best fit the needs of the patient.
 - **Resolution:** where a mutual understanding and celebration of goals that have been met.



Resident Centered Care

“The [Resident] Centered Care approach is an approach in which clients are viewed as whole person; it is not merely about delivering services where the client is located. [Resident] centered care involves advocacy, empowerment, and respecting the client’s autonomy, voice, self-determination, and participation in decision-making.”²

Values and beliefs of Resident Centered Care:

- Respect for residents
- Residents deserve to be treated with dignity
- Residents are experts on their own lives
- Residents are leaders (they can help us as we provide care)
- Residents’ goals should coordinate the way that the health care team provides care
- Residents deserve continuity and consistency of care and caregiver
- Resident care should be timely and responsive
- Residents deserve fair/proper access to care they need

Exercise

The overall concept of the Resident Centred Care strategy is to humanize your relationship with your patients.

That is, looking beyond the visible frailty, illness, and sometimes incoherence to recognize that your patients are still humans beings who deserve to be treated with respect and dignity.

Write down three things you would want your care providers keep in mind in your care plan you should you one day be admitted to long term care.

1. _____
2. _____
3. _____

Module Key Points:

1. Establish a word or phrase to use in situations that may appear to be abusive
2. Consider appropriate Next Step interventions
3. Using resident centered care values, beliefs and therapeutic relationships may help prevent elder abuse from occurring

References:

1. RNAO (July 2002) Nursing Best Practice Guideline: Establishing Therapeutic Relationships
2. RNAO (July 2002) Nursing Best Practice Guideline: Client Centered Care