

North Central Health Care- speaking points- Legislative session 7/31/2012

Mount view care center (Marathon County nursing home and part of North Central Health Care)currently is licensed for 263 residents. 107 beds dedicated to specialty dementia care with an approximate population of 15 MI and/ or DD long term residents requiring skilled nursing care.

We have developed a dementia care training program (8 hours) required to all those working with residents with dementia and other cognitive disorders.

Through examination of culture change models – shifting to an environment that focuses on person centered care and meets the Long term care regulatory requirements , our team developed and implemented a multi-year action plan

Plan included some of the following areas:

1. Staff education on importance of environment and senses to promote quality
2. Restraint/ alarm free environments
3. Shift from surveillance monitoring (bar bouncer mentality) to promotion of life activities. Introduction of recreational nursing assistant program
4. Clinical and medical education regarding symptoms causes- pain, hungry, infection.
5. Evaluation of psychotropic drug use with implementation of workgroup to develop and implement facility standards of practice guidelines.
6. Clinical education of the dying process- collaboration with palliative and hospice programs.
7. Staff cross training- laundry on units, housekeeping. Social worker and activity therapist education.
8. Implementation of the spa program
9. Implementation of consistent assignments
10. Implementation of Team based leadership model
11. Utilization of resident centered care tool published by DQA- environment, language, leadership, communication, etc (Person directed dementia care assessment tool)
12. Core values standards of behaviors

Results:

1. No restraints past three years, no alarms, no merry walkers
2. Low necessity for psych services of dementia population- 42 % since January 2012.
3. Effective to reduce dependence of crisis intervention for dementia residents. 1 alternative placement in progress.
4. Adverse events (Bruises, skin tears, altercations)- Decreased from 190 in 2007 to 18 (as of July 26, 2012) on our 107 bed specialty program
5. Family satisfaction rate of 100% recommendation care to others.

Team researched handcuffed, a report of the Alzheimer's Challenging Behaviors Task Force dated December 2010. Our team then presented to Marathon County Adult Protective services department, Local police departments, County Crisis department, Family care agency with a proposal to explore consultation service to support ruling. Proposed tools and education that could be used in the community to assist with the evaluation of residents with dementia in an effort to promote quality , promote person centered care options and offer support to programs in need of a resource before a crisis occurs.

Training components include:

- Who usually starts the behavior? Who can stop it? Often as caregivers we precipitate the "behavior" unintentionally with our approach. When the person with dementia then reacts negatively we label them with such words as aggressive, combative, and terrible.
- Interdisciplinary approach to caregiver and problem solving.
- Education has to be a main priority. Staff wants to do a good job, just need the tools. Often times put into situations they lack the knowledge to handle.
- Main focus of training is understanding. Symptoms vs. behaviors. Disease vs. person. Keeping a person busy vs. engaging them.

How many people trained?

- All staff at Mount View, new hires for all neighborhoods
- Almost 100 police officers and 45 EMS workers
- CCCW/Hospice staff
- CNA students doing clinicals at our facility
- Family/community members, people with dementia who want to learn more
- 2 Public sessions held, another in November
- Tours from different facilities all over WI, people wanting to do better and change care!