



FEEDING ASSISTANT TRAINING SESSION #5



Vanderbilt Center for Quality Aging & Qsource

Presenter



Linda Beuscher, PhD, GNP-BC

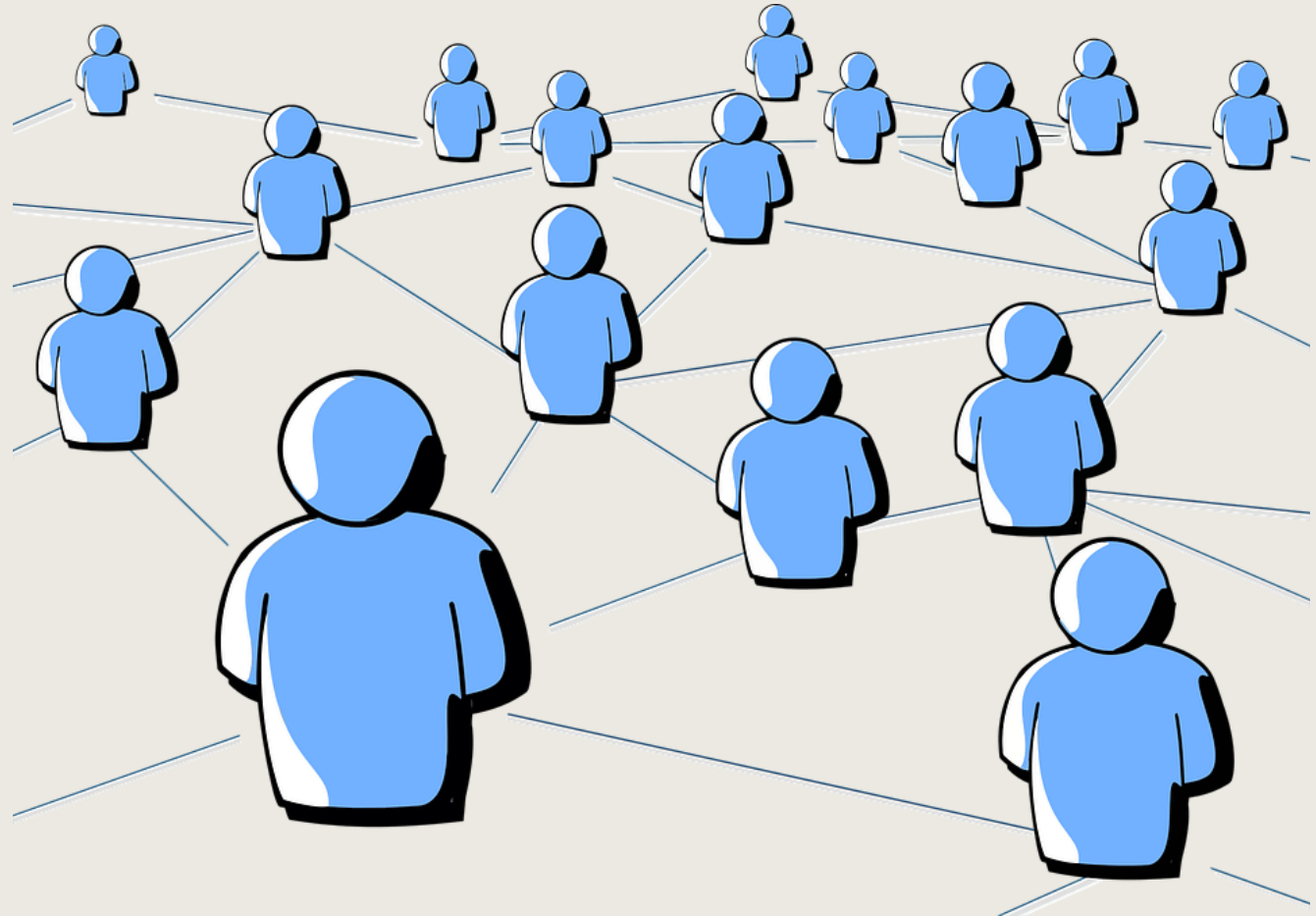
- Assistant Professor
- Vanderbilt University School of Nursing
- Research Interests: quality of life and quality of care in long-term care; dementia care

Feeding Assistant Training Session 5

1. Provide an overview of difficult behaviors
 - ❑ Examples of challenging behaviors
 - ❑ Context, causes, and consequences
2. Illustrate how to appropriately respond to difficult behaviors
3. Discuss specific situations feeding assistants may face

What is 'normal' behavior?

Our behaviors have meaning and purpose.



Challenging Behaviors

▣ Agitation

- Wandering
- Pacing
- Shouting



▣ Aggression

- Kicking
- Hitting
- Biting
- Spitting
- Refusing care

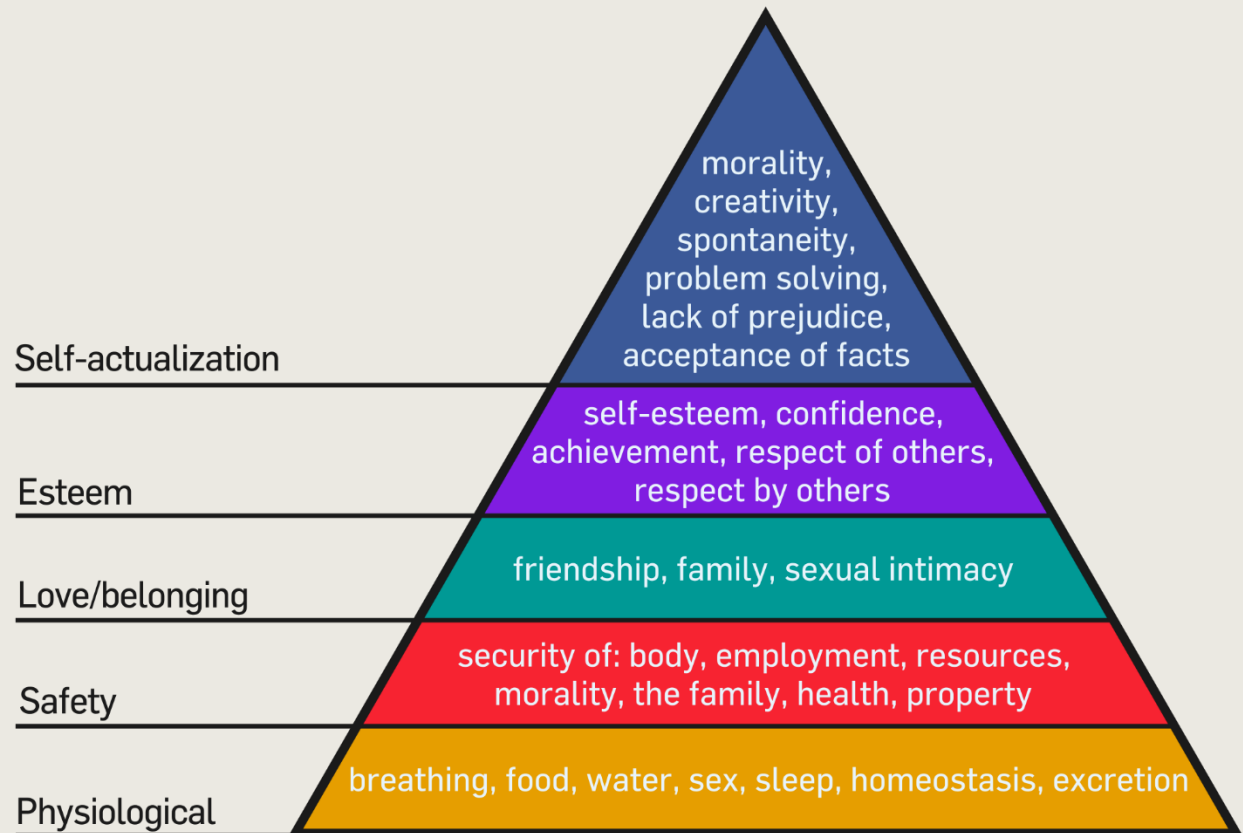
Context of Challenging Behaviors

- Very common in residents with dementia
- As dementia progresses these behaviors can become more frequent or more severe in nature



Causes of Challenging Behaviors

Challenging behaviors are often a result of an unmet need or a way to express her unmet need



Causes of Challenging Behaviors

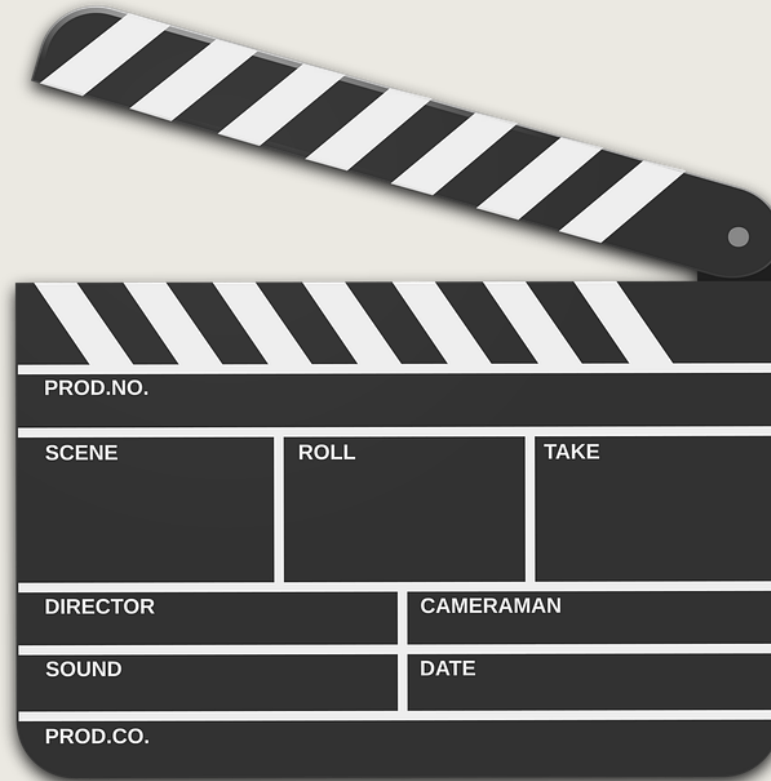
- Physical
 - pain, constipation, dehydration, infection, fatigue, side effects of medication
- Emotional
 - fear, loneliness, anxiety
- Environmental
 - overstimulation, disorientation, cluttered spaces, poor lighting
- Staff approaches to resident (care) and reactions to behaviors

Challenging Behaviors Video

What was the unmet need?

What other factors played into the resident's behavior?

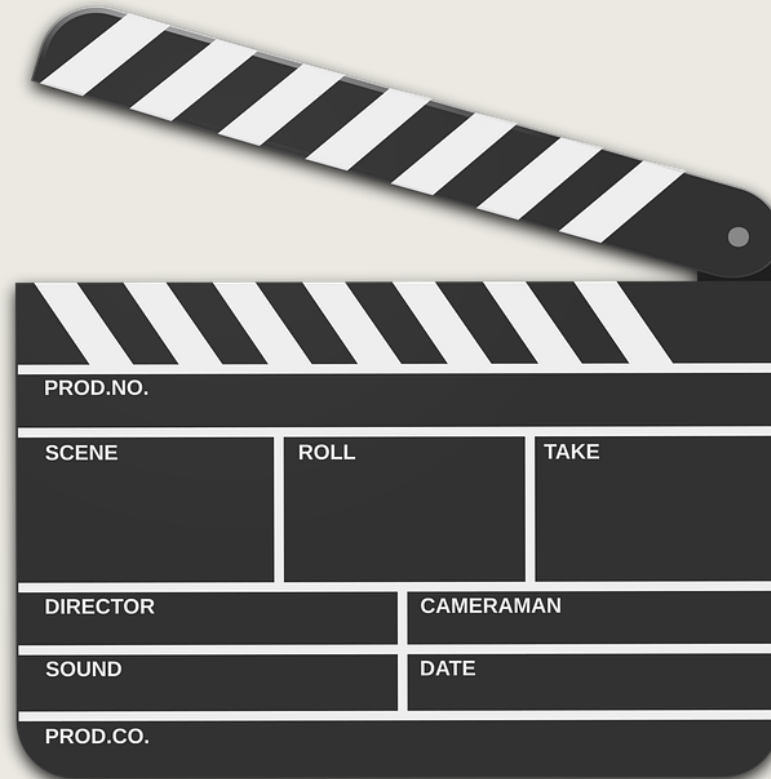
How did the staff reaction influence behavior?



Challenging Behaviors Video

What did the staff do differently this time?

How did the resident react to this approach?



Consequences of Challenging Behaviors



1. Potential safety issues
2. Creates resident and caregiver stress
3. Creates an additional care burden

Responding to Challenging Behaviors

□ Remember to:

- Stay calm
- Maintain respect & dignity for resident
- Use positive body language
- Think about the reason for the behavior

□ General Tactics:

- Meet the unmet need
- Re-direct the resident
- Remove the source of resident's frustration
- See out nurse or supervisor for specific practices in resident's care plan



Responding to Challenging Behaviors

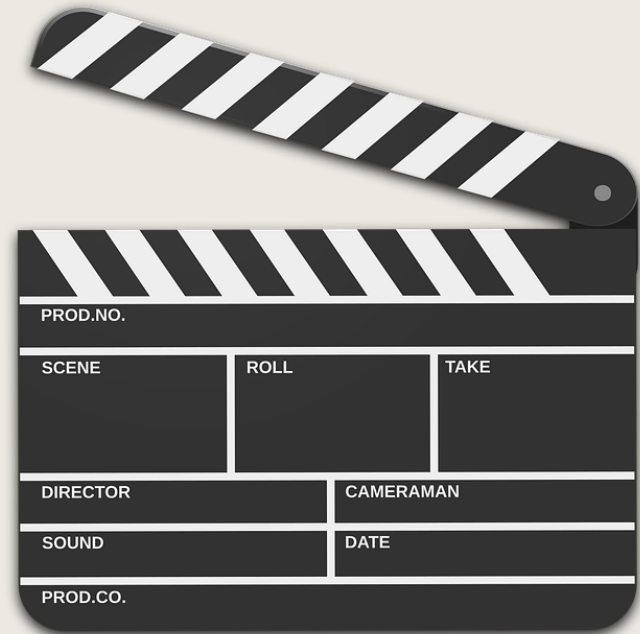
- Strategy used one day may not work the next day
- Take a minute to review your interaction with the resident.
 - ▣ What did you learn about the resident and/ or situation?
 - ▣ Is there a way to prevent that same behavior from happening again?

Challenging Behaviors at Meal Time

Eating Inedible Items

- Provide finger foods
- Remove paper products, wrappers, etc. from the table

Video Clip



Challenging Behaviors at Meal Time

Throwing Food

- Identify cause of combativeness
- Sit on resident's non-dominant side
- Use non-breakable dishes
- Give resident one food at a time

Pacing During Meal Time

- Provide finger foods
- Use rituals as a cue to the resident (music, saying grace, etc.)
- Give resident a beverage as soon as they are seated for the meal

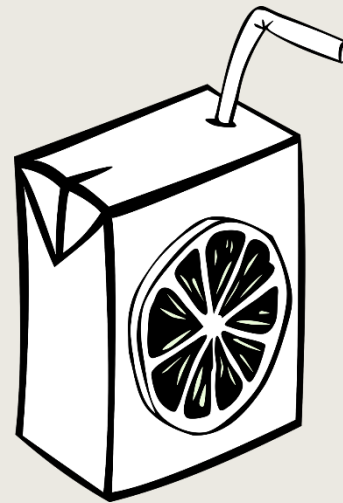
Challenging Behaviors at Meal Time

Refuses to Open Mouth

- Offer fluids or something sweet
- Offer alternative food items
- Have another staff member attempt to assist resident

Forgets She Has Eaten

- Regularly provide resident with high calorie snacks



Session Summary

- Resident's challenging behaviors have meaning, often are reaction to an unmet need.
- The way you approach the resident can reduce the anxiety and agitation.
- Your approach won't work the same for every resident or every time for the same resident.

Next Session and Contact Us

- Recording of this session will be available via atom Alliance's Learning On Demand
(<http://atomalliance.org/webinars/on-demand-webinars/feeding-assistance-webinar-series/>)

- Next live webinar scheduled for:
July 27th at 2PM CST / 3PM EST

- In the meantime, if you have questions or comment, contact us at:
Phone: 615-936-2718
Email: centerforqualityaging@Vanderbilt.edu
Fax: 615-322-1754

www.vanderbiltpfa.org

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Training Series Overview

This joint project between the Vanderbilt Center for Quality Aging and Qsource, a part of atom Alliance, a five-state quality improvement initiative in Alabama, Indiana, Kentucky, Mississippi and Tennessee will enroll nursing homes throughout the state in a web-based program designed to train non-nursing personnel to assist with daily feeding assistance care.

This training curriculum is consistent with the Centers for Medicare and Medicaid Services (CMS) regulation "Requirements for Paid Feeding Assistants in Long Term Care Facilities" (CMS C.F.R. §483.16), which allows facilities to hire single task workers and/or cross-train existing, non-nursing personnel (e.g., activities, dietary, housekeeping, volunteers) to help with daily feeding assistance care during and/or between regularly-scheduled meals (i.e., supplement and snack delivery).

The webinar-based training curriculum will be led by experts in gerontology, nursing, social work and nutrition within the Vanderbilt University Medical Center and guide staff through an eight-hour curriculum that meets both federal and state requirements.

If your facility is interested in participating, please contact Vanderbilt Center for Quality Aging at centerforqualityaging@vanderbilt.edu or 615-936-1499.

The webinars will be held during the Summer of 2016. After the initial sessions broadcast live, the webinars will be hosted on atom Alliance's Learning On Demand for facilities to utilize at their convenience.

[Feeding Assistant Training Schedule](#)

[View Sessions on atom Alliance Learning On Demand](#)

[Vanderbilt CQA YouTube Channel](#)