

# ADDRESSING PROBLEM BEHAVIORS IN FACILITIES

Identify the behavior:

1. What is the behavior specifically and when did it begin?
2. Why is it a problem? (Who is it affecting and what is the affect?)
3. Is the client or others in danger? What is the danger?

Plan to conduct a meeting with care facility, staff and other professionals to resolve behavior issues. (The most important work of the meeting happens before the meeting when you gather information.)

1. Gather information from professionals involved. (Caregivers, staff, PT, OT, Physician, family, and write out your own thoughts.)
2. Get a medical examination and medication review.
  - a. Are there any new diagnosis?
  - b. Are all medications at therapeutic levels?
3. Brainstorm and write out possible resolution options.

Make the need for the meeting known:

1. Decide who should attend and give date/time availability.

Setting the Agenda:

1. Set specific goals for the meeting.
  - a. What changes will be made for the client?
  - b. Who will monitor the changes?
  - c. What are the indicators of success?
  - d. What are the markers for changing course?
2. Stick to the agenda and don't get stop for side conversations.
3. Make a communication plan.

- a. Who will be involved in the communication?
  - b. How often will it be?
4. Delegate and clarify tasks and roles of ALL attendees.
  - a. Be clear on the roles and/or tasks of all attendees
  - b. Follow up to support them

Planning the intervention:

1. Involving the client – what is the plan for communicating the changes?
2. How will you monitor and support them?
3. What is the time frame for escalation and what will that include?

NOTES: