

Why is Grandma Screaming?



**Improving
Quality of Life
in Long Term Care**

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What is Quality of Life?

- Subjective, multidimensional, encompassing positive and negative features of life.
- A dynamic condition that responds to life events

<http://www.forbes.com/sites/iese/2013/09/04/quality-of-life-everyone-wants-it-but-what-is-it/>

What the Public Knows About Nursing Homes



One Dead After Meth Lab Explodes At Ohio Nursing Home



Ohio Nursing Home Shuts Doors After Meth Lab Fire

ASHTABULA, Ohio
March 24, 2012 (AP)

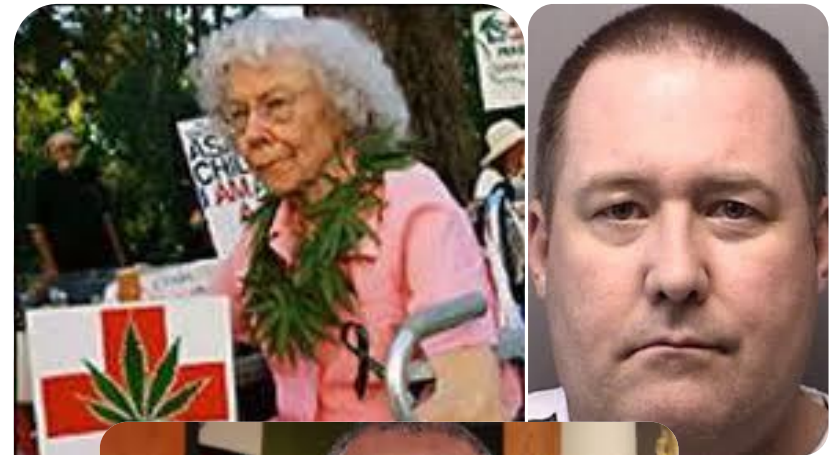
A nursing home in northeast Ohio where a methamphetamine lab fire in a resident's room killed a man has apparently closed.

Two Male Nurses Caught On Camera Sexually Assaulting 98-Year-Old Resident



Two male nurses in San Diego are being investigated after security camera footage shows them fondling a 98-year-old stroke victim and each other in her bedroom. The footage, taken between March 3 and March 11, 2011, shows Russell Torralba and Alfredo Ruiz apparently masturbating and groping each other at the foot of their resident's bed, XETV reported. A 98-year-old woman lies unable to speak or move her hands because of a stroke. In one video, one of the men appears to be undoing his scrubs and exposing himself. Another shows the same man kissing the woman.

http://www.huffingtonpost.com/2012/11/07/russel-torralba-alfredo-ruiz_n_2088638.html

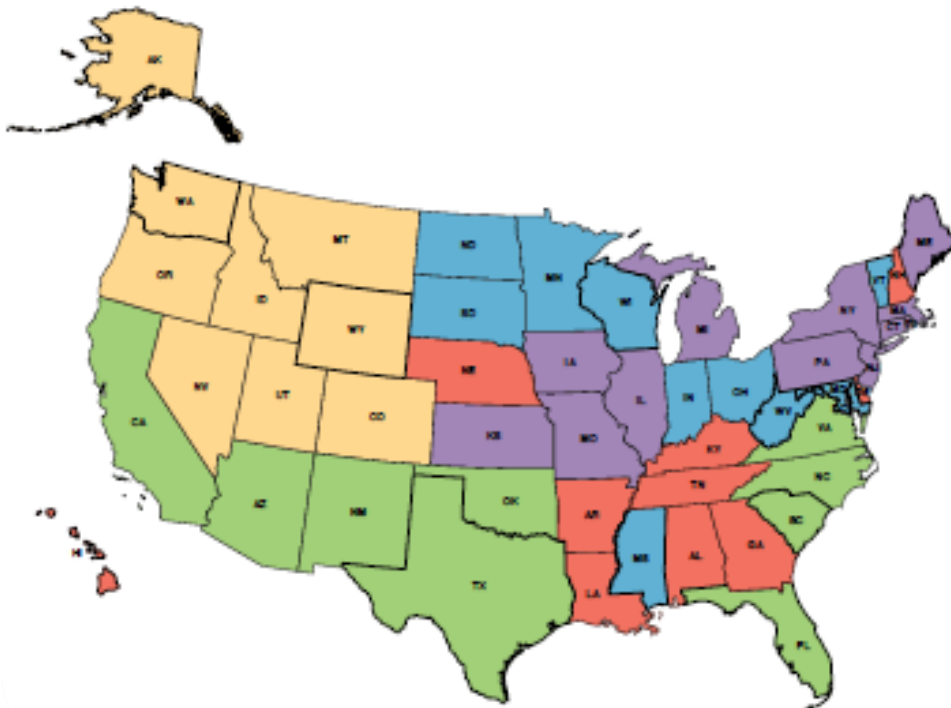


**Who Are The
People In Your
Neighborhood?**

Impact of Alzheimer's Disease

FIGURE 3 PROJECTED CHANGES BETWEEN 2000 AND 2025 IN ALZHEIMER'S PREVALENCE BY STATE

0 – 24.0%	24.1% – 31.0%	31.1% – 49.0%	49.1% – 81.0%	81.1% – 127.0%
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Courtesy of data from Hebert et al.⁴⁸

Copyright 2013 Alzheimer's Association

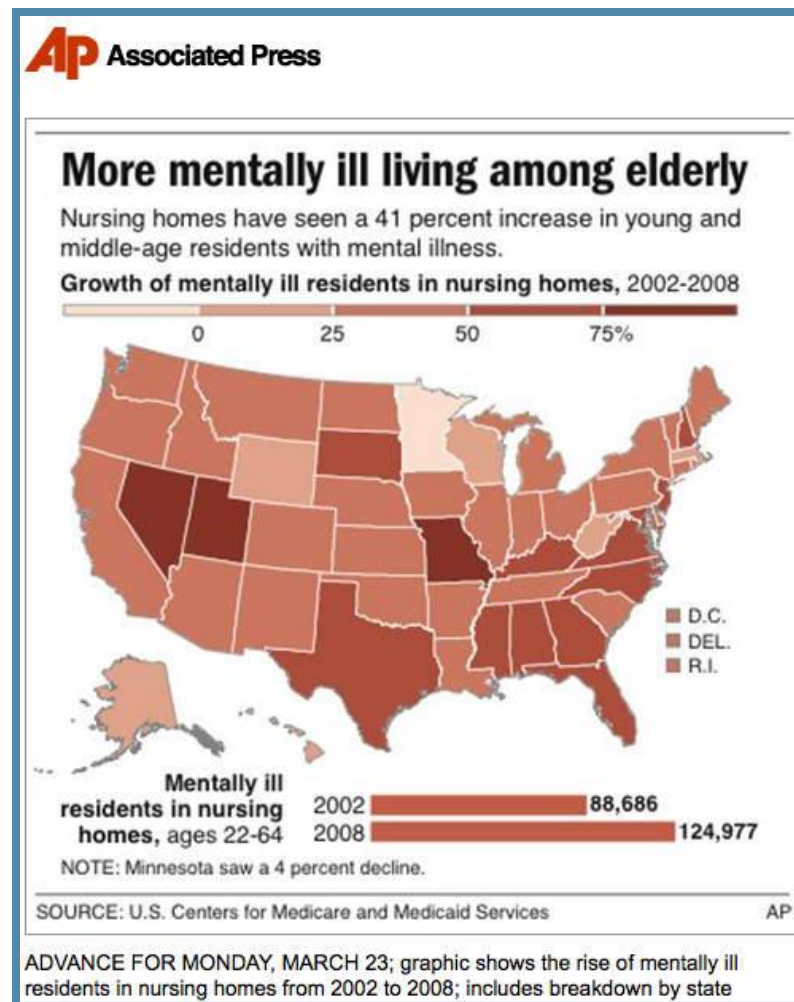
http://www.alz.org/downloads/Facts_Figures_2013.pdf

As shown in Figure 3, between 2000 and 2025 some states and regions across the country are expected to experience double-digit percentage increases in the overall numbers of people with Alzheimer's due to increases in the proportion of the population over age 65. The South and West are expected to experience 50 percent and greater increases in numbers of people with Alzheimer's between 2000 and 2025.

Prevalence Of Mental Illness In Nursing Homes

According to an article published by the National Institutes of Health in 2010, over the past decade, the proportion of new nursing home admissions with mental illness other than dementia, including major depression and serious mental illness, such as schizophrenia and other psychotic disorders, has **overtaken the proportion with dementia only.**

Grabowski, Aschbrenner, Rome and Bartels, "Quality of Mental Health Care for Nursing Home Residents: A Literature Review", National Institutes for Health, 2010,



The Woodstock Generation

THEN



NOW



Chronic Homelessness

- 94.1 percent of people living on the street have behavioral health challenges: 12.1 percent mental health, 12 percent substance use, 70 percent dual diagnosis.

<http://www.projecthome.org/how-to-help/advocate/facts-homelessness>

- Health care is the major expense due to frequent and avoidable emergency room visits, inpatient hospitalizations, sobering centers, and nursing homes.

<http://usich.gov/population/chronic>

Drug Abuse and Mental Health Issues



A 2011 study by the Substance Abuse and Mental Health Services Administration found:

- Baby Boomers who came of age in the '60s and '70s when drug experimentation was pervasive, are far more likely to use illicit drugs;
- Among adults 50-59, current illicit drug use increased to 6.3 percent in 2011 from 2.7 percent in 2002;
- The most commonly abused drugs were opiates, cocaine and marijuana.

Drug Abuse and Mental Health Issues

2010: An estimated six to eight million older Americans – almost 20 % of the elderly population – had one or more substance abuse or mental health disorders.

2030: Adults 65 and older is projected to increase to 73 million from 40 million between 2010 and 2030.

<http://newoldage.blogs.nytimes.com/2013/04/29/a-rising-tide-of-mental-distress/>

Increased Numbers of Disabled Young Adults

- The number of children and young adults with disabilities is increasing.
- Life-saving and life-prolonging medical care and new technologies have increased the survival of seriously ill younger people.
- These children, teens and young adults will need long-term care to assist them in their homes or in nursing homes and residential facilities.

And Then There's Grandma



*“I want what
I had”*



Understanding the Individual



*Who is the person
behind the behavior?*

- *Personality*
- *Ego*
- *Responses*
- *Rituals*
- *Preferences*

Relationships

- How well do staff interact with residents?
- How well does the team do at pairing roommates?
- How effective are the procedures for resolving grievances and conflicts?



Social Groups



1. Are you selective about choosing friends?
2. How do you choose a seat at a gathering where you don't know many people?
3. Have you ever:
 - Declined an invitation because you didn't know anyone else who would be attending or because you learned someone you didn't like would be there?
 - Moved from your original seat because of the behavior of someone else at the table?
 - Left a gathering or program because you found it wasn't as interesting as you'd thought it would be or because another guest arrived wearing your dress?

Common Triggers to Altercations and Discontent

Unresolved Disputes



Commingling of Non-demented And Demented Residents



NOISE



Yelling or Calling Out



Wandering Residents

NOISE AND CONFUSION



Is Your Family *Dysfunctional*?



The Nature of Relationships

- *Assessing personalities, office politics, and respect issues.*
- *What sort of first impression does your organization make?*
- *What resources or support systems does your organization foster to improve relationships?*

Defining Good Customer Service

Service is defined by Webster's as “an act of kind assistance or the capacity for being useful for some purpose”.



Assessment:

Defining What is Meaningful

Definition of *Meaningful*

- *a*: having a meaning or purpose
- *b*: full of meaning : significant <a *meaningful* life>

<http://www.merriam-webster.com/dictionary>

What is Activity?

- A personal encounter
- Naturally offered by the environment
- Daily housekeeping routines
- Self-care activities
- Planned scheduled events
- Spontaneous activities

Discovering New Interventions to Address Mood and Behavior

- Know the Individual
- Develop an Enhanced Assessment Process
- Define and Address Antecedents
- Be Flexible and Creative
- Involve All Family and Professional Caregivers in Brainstorming and Problem Solving
- Be Prepared to Fail and Try Again...and Again

Becoming The Change We Want To See

Changing the nature of relationships is the best foundation for changing the way the organization achieves its goals.



- *Demonstrate respect*
- *Educate equally*
- *Give everyone a voice in addressing challenges*
- *Be prepared to try, try again*
- *Acknowledge a job well done*
- *Express your gratitude*

Who's Minding The Store?

Quality Assurance/Performance Improvement (QAPI)

- 1. Develop organized and consistent methods for ensuring that care and services are being provided as intended.**
- 2. Analyze what doesn't work and correct problems.**
- 3. Rediscover innovation and creativity.**
- 4. Recognize that every member of your staff has the ability to contribute potential ideas and solutions.**
- 5. Support continued quality improvement by providing your staff with the education and resources they need to realize the organization's mission.**

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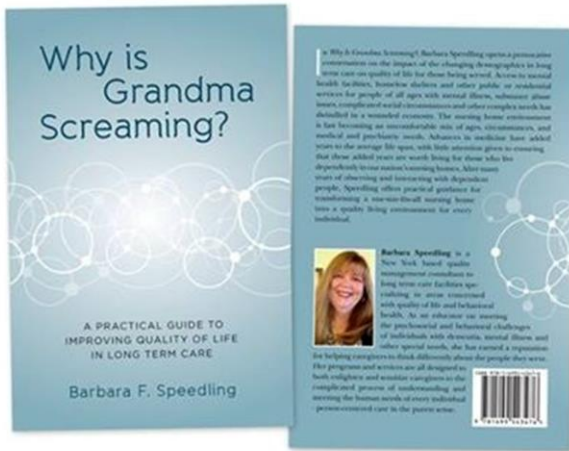
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Creating Meaningful, Satisfying Lives One Person at a Time