

"ALL PARTICIPANTS ARE NOT THE SAME"



OBJECTIVES

- Participants shall be able to identify behaviors that impact service delivery.
- Participants shall be able to identify critical items related to safety of provider staff.
- Participants shall be able to recognize differences between elder and disabled clients.
- Participants shall be able to identify training elements of 660.050 RSMo.

DIFFICULT SITUATIONS



Participant, family/caregiver behaviors impact service delivery.

- Verbal abusers, hostile, aggressive or intimidating
- Demanding
- Non-compliant
- Drug abuse (legal or illegal)



Environmental Influences Impact Service Delivery

- Hoarders
- "filth, vermin and squalor"

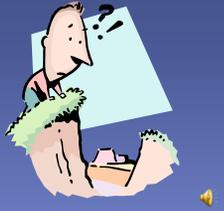


Decisional Capacity - Criteria

- Ability of the person to comprehend information relevant to the decision.
- Ability to deliberate in reaching a decision.
- Ability to communicate the decision.

Remedies

In order to solve the problem,
first analyze the problem.



Ask -

- Who
- What
- When
- Where
- Why



- Are there indications of abuse, neglect or exploitation? Call the Elder Abuse Hotline.
- Utilize your professional staff
- If provider alternatives have failed, contact the Division of Senior and Disability Services Regional Evaluation team - also known as a REV team.



Interventions DSDS May Use:

- ◉ Recommend utilizing a different aide.
- ◉ Meeting with the participant.
- ◉ Contact with others (i.e., family, physician, other caregivers).
- ◉ Case conferencing.



EMPLOYEE SAFETY

- Internal policies governing aides safety.
- Training staff on safety issues utilizing local resources.



Mindset Differences

- ◉ Elderly:
 - > With in-home services I am able to avoid entering a nursing facility
- ◉ Disabled:
 - > I am unable to take care of myself because I have a disability

Persons with disabilities may have:

- Higher level of care
- Daily needs that are not being met
- Assistive devices requiring additional training
- Assessment needs that go beyond in-home services



Others involved with disabled participant care-giving:

- Support system in the home.
- Other agencies involved with caregiving.



Others involved in elderly participant care-giving:

- Support system or lack of support system in community.
- Continued support once in-home services begin.
- Lack of resources in addition to in-home services to help the client.



Provider's involvement in participant's care plan:

- Importance of training aide on elderly or disabled participant needs
- Service requirements
- Working with those involved in participant care to best meet the needs of the client.
- DHSS audio visual library:

<http://health.mo.gov/warehouse/index.php>



Working With Clients Diagnosed With Alzheimer's Disease and Related Dementia



Alzheimer's and Related Dementia Participants:

- Vulnerability
- Reliance on caregivers
- Importance of training aide
- Using different approaches when caring for a Participant with Alzheimer's
- Provider responsibilities for training requirement of 660.050 RSMo



660.050 RSMo

- Creates the Department of Health and Senior Services.
- Establishes minimum dementia-specific training requirements for employees involved in the delivery of care to persons with Alzheimer's disease or related dementias effective January 1, 2002.



Training shall be incorporated into:

- New employee orientation
- On going in-service curricula for all employees involved in the care of persons with dementia

{19 CSR 15-7.021 (22)}



For employees providing direct care, the training shall include:

- An overview of Alzheimer's disease or related dementias,
- Communicating with persons with dementia,
- Behavior management,
- Promoting independence in activities of daily living,
- Understanding and dealing with family issues. 660.050(22)8(1) RSMo



For employees who may have daily contact, training shall include:

- An overview of dementias
- Communicating with persons with dementia

660.050(22)8(2) RSMo



Alzheimer's Associations - Missouri has 5 Alzheimer's Chapters. These chapters provide education, resources and support services.