1- 150 Dedicated time for assessments

TIPS Question:

Partners in Care is a very good way in which to try and get to the root of behaviours. How can I get my facility (Director of Care, Administration, etc) to understand that more time, actually specific time needs to be allotted to the individual doing the assessments and doing the tools.

Response:

This is a very good question. You are referring to the difficulty in achieving "buy in" from staff and management at your facility.

I sometimes feel like a "car salesman" when I speak to groups and facilities about behavioural approaches because I feel like I'm trying to "sell" the idea of investing time to save time. It is very difficult at first, but this must be looked at as a *process* that occurs over time.

I always warn people not to expect too much, too fast because then it is only disappointing. For example, when I first go to a facility to discuss a resident's challenging behaviours, I focus on the fact that I was asked. That is the most important first step. The fact that your Director of Care/senior management supported your attendance/participation in the P.I.E.C.E.S. learning initiative is great!

As a second step, I hope to convey some meaningful information to staff about challenging behaviours. I try to slowly introduce concepts that staff should take into consideration when assessing residents. Over time, and several cases, I work toward my goal of helping staff review their approaches and assessments with residents. Staff eventually notice how their new approaches help decrease challenging behaviours. This realization is more meaningful to them when they feel they have been guided rather than when they feel they have had new approaches "pushed at them". This reinforces change and the whole process becomes easier.

You should consider finding time to meet with your Director of Care/supervisor to share the highlights of your P.I.E.C.E.S. experiences, the overall P.I.E.C.E.S. frameworks, the value of ongoing networking with P.I.E.C.E.S. participants you have met. Working with your senior management group, you need to consider your priorities in light of your facility mission and existing strengths and programs. Physician involvement will also be important.

The best thing you can do is strive for small changes in your facilities' approaches; gently reinforce this and allow your facility to come to their own understanding that if time is initially given to do specific assessments and tools; then time is saved later with less challenging behaviours.

Remember what you have learned about U-First! and how it can assist you with shared problem-solving.

Please note: *TIPS information should be used similar to the way you would use information from a text book! TIPS is not intended to serve as an individual consultation service! PIECES participants should use this information in context and always work closely with the family physician involved in the care of the resident or client and with other Partners In Care to find solutions to individual resident/client issues.*