



CENTER OF  
**EXCELLENCE**  
FOR BEHAVIORAL HEALTH  
IN NURSING FACILITIES

# COE-NF Behavioral Health Action Network

Part 3: De-Escalating Aggressive  
Behavior & Crisis Situations with  
Residents

Cohort #

Date



# Virtual Space Expectations



## Zoom Chat

- Resources
- Peer-to-peer learning
- Questions
- Troubleshoot issues

### Let's Practice!

1. Click the "Chat" button to open the chat box, it will appear on the right side.
2. Type your name, your role, and your state into the message box and hit send!



## Participation

- Sign on early/on time
- Avoid multitasking
- All questions welcome
- Be respectful of others

# Session Agenda



- | **20 MIN**
- | **De-Escalating Aggressive Behavior & Crisis in Residents**
- | • Understanding Root Causes of Behavior
- | • Mirroring
- | • Combining Active Listening & Boundary Setting Skills
- | • Environmental Considerations



- | **20 MIN**
- | **Group Activity & Discussion**
- | • Resident scenario
- | • Quality improvement activity

**10 MIN**

## Welcome & Introduction

- Knowledge check
- Expectations
- Agenda



**5 MIN**

## Quality Improvement Tip

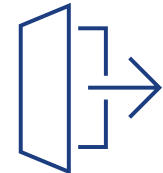
- IHI Model for Improvement
- PDSA Cycles



**5 MIN**

## Wrap-Up

- Looking ahead
- CME/Survey
- Resources

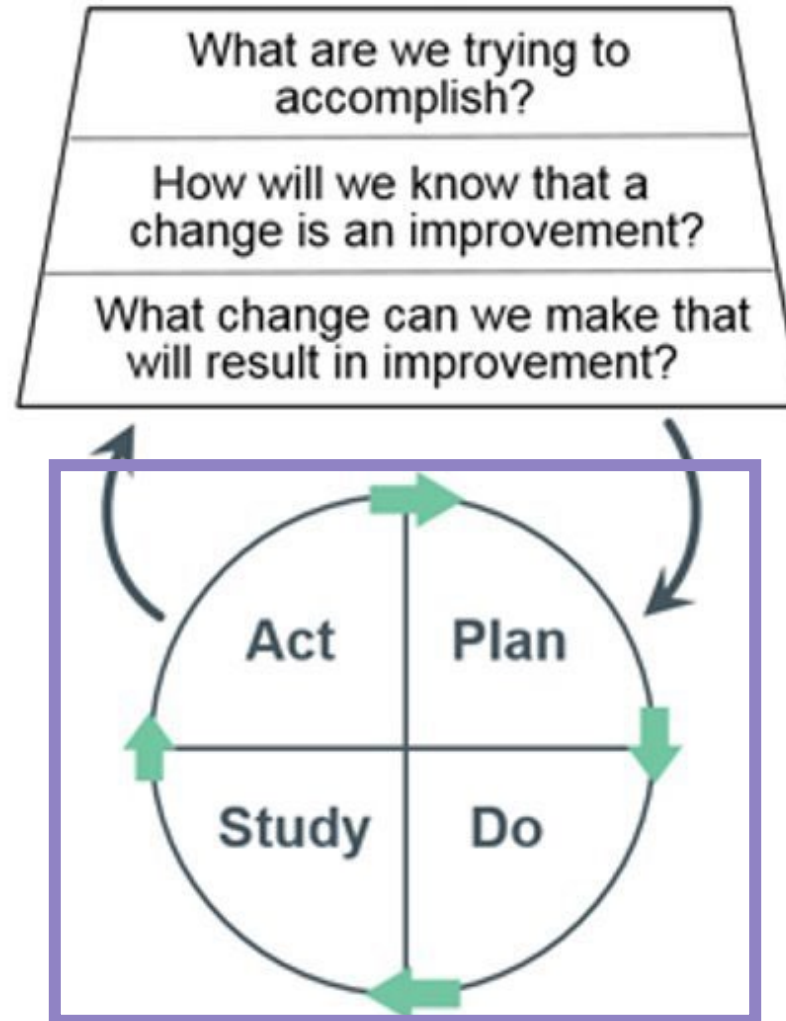


# Quality Improvement Tip

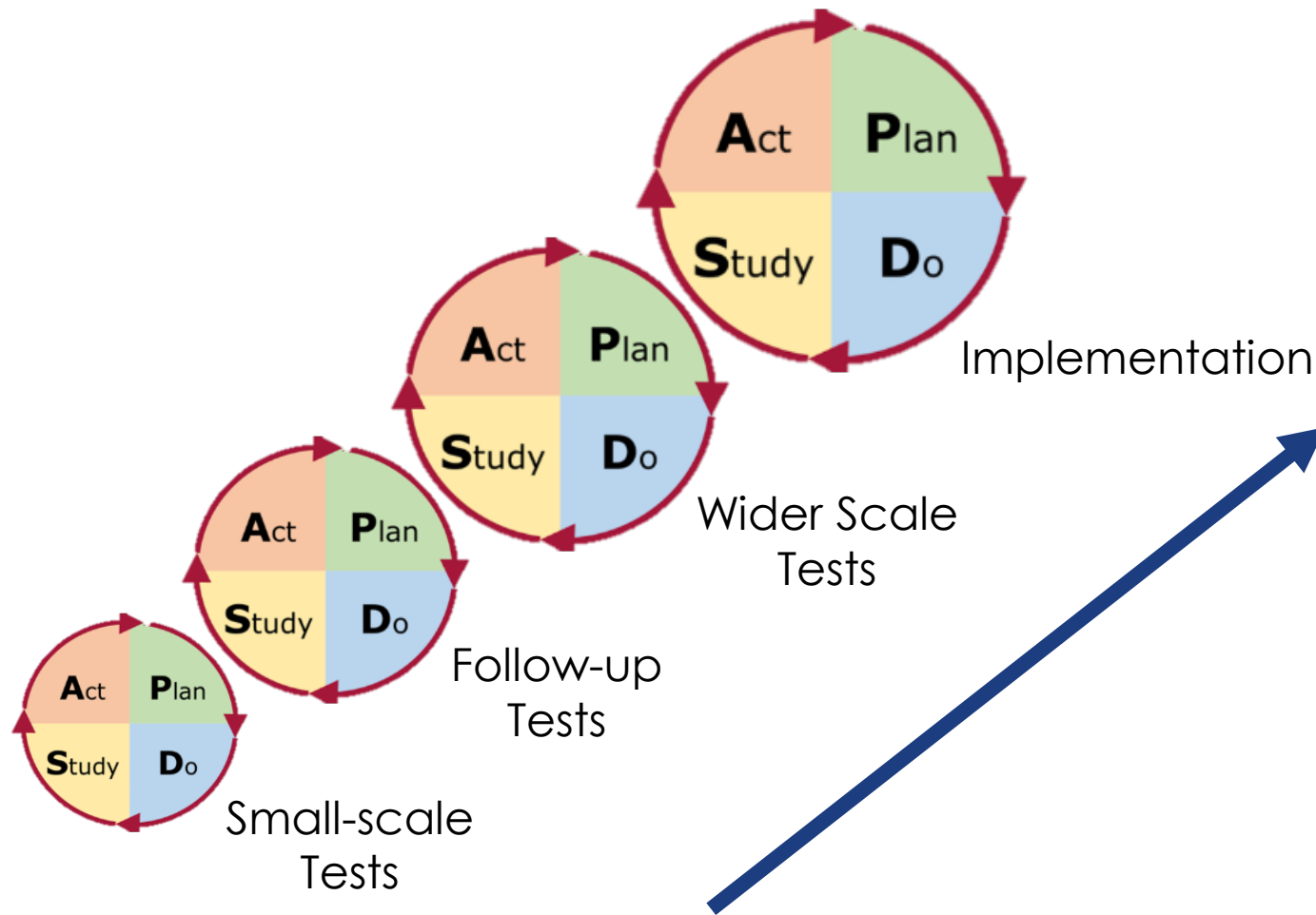


# IHI Model for Improvement

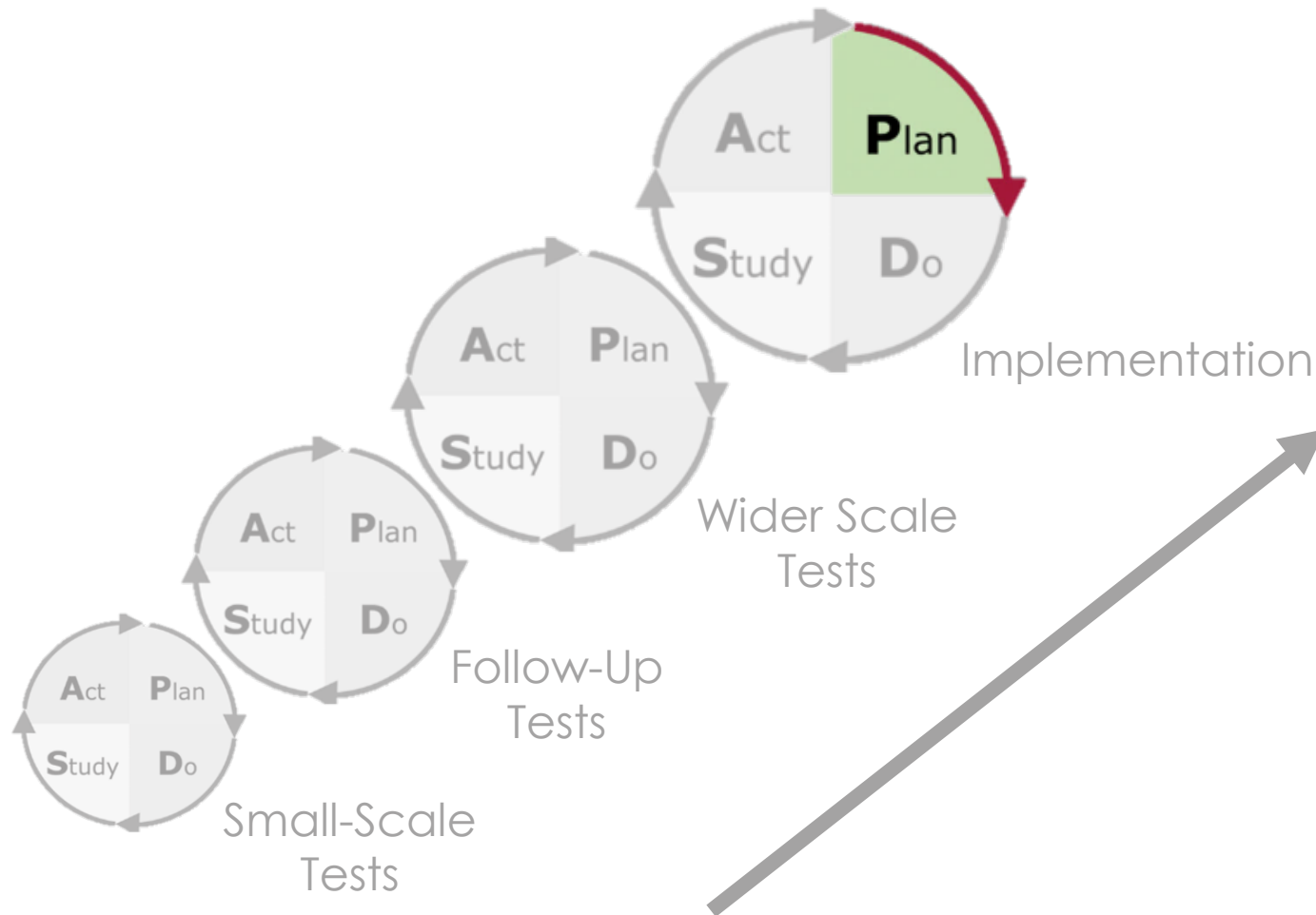
## Model for Improvement



# PDSA: Plan Do Study Act



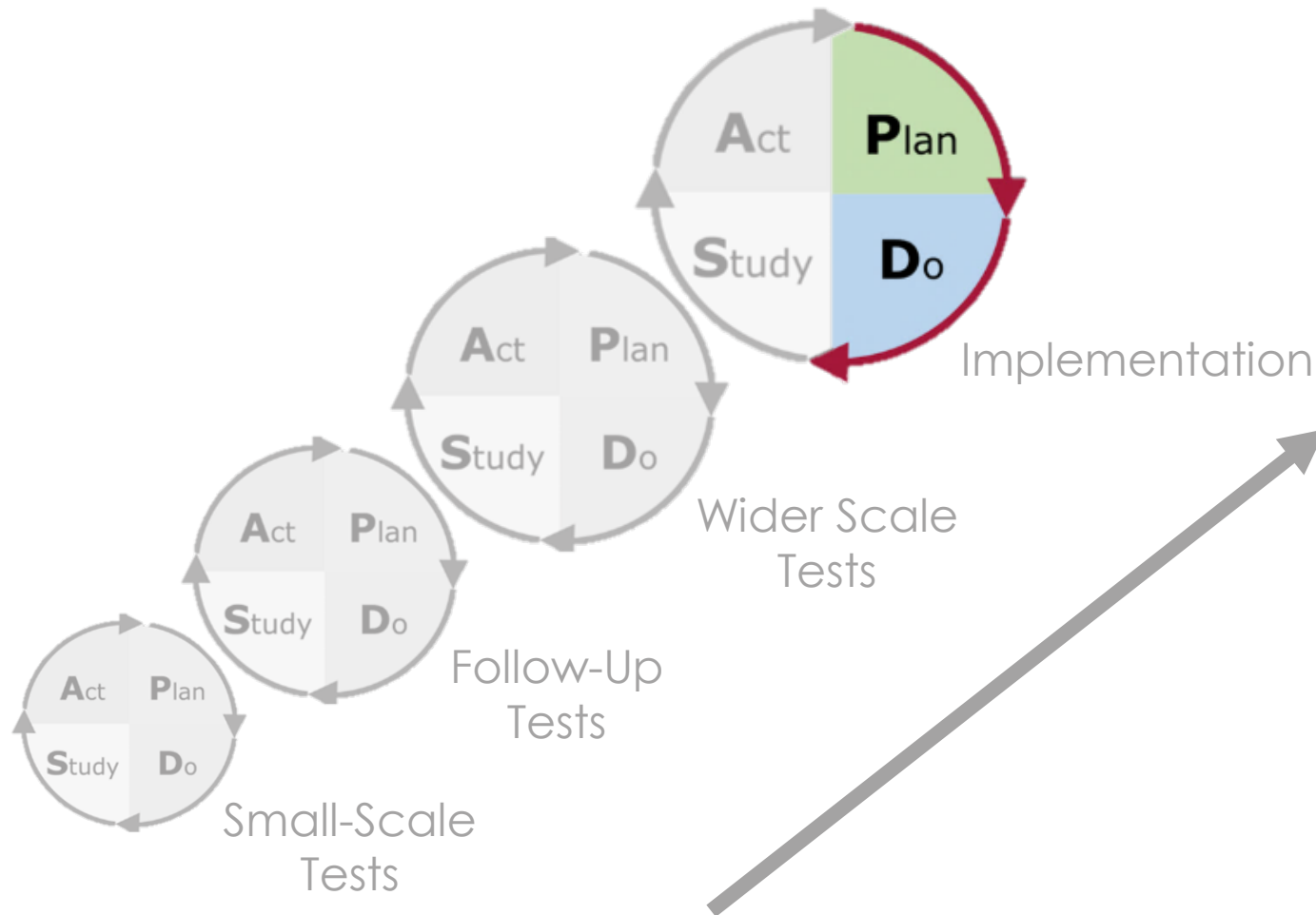
# PDSA: Plan



## PLAN

1. Create a clear objective of the test you are planning.
2. State the questions the test will be designed to answer.
3. Make predictions about what the results of the test will be.
4. Develop a plan to test the change.

# PDSA: Do



## PLAN

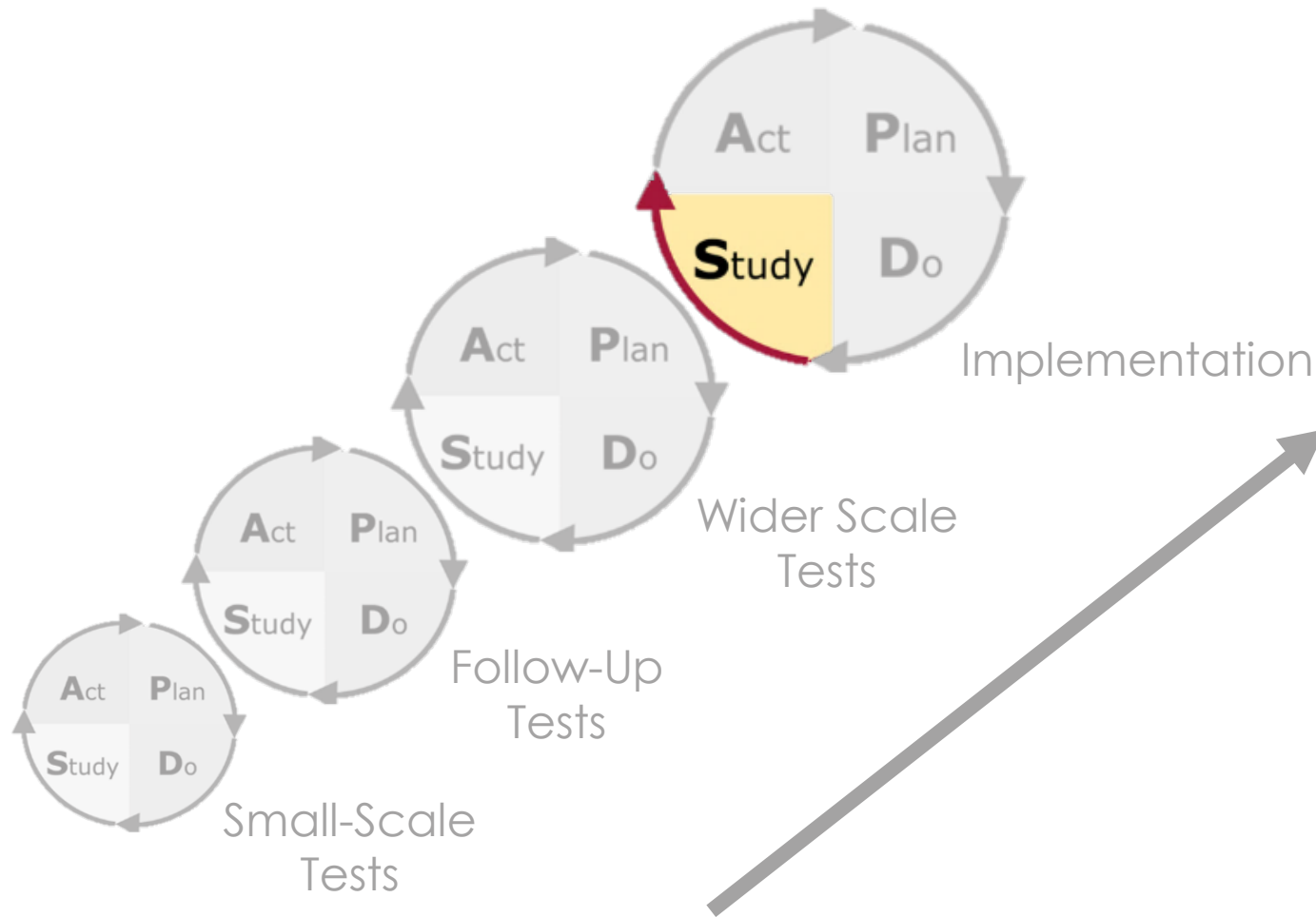
1. Create a clear objective of the test you are planning.
2. State the questions the test will be designed to answer.
3. Make predictions about what the results of the test will be.
4. Develop a plan to test the change.

## DO

1. Execute your plan and test your proposed change.
2. Document any problems and unexpected observations.
3. Collect and review your data.



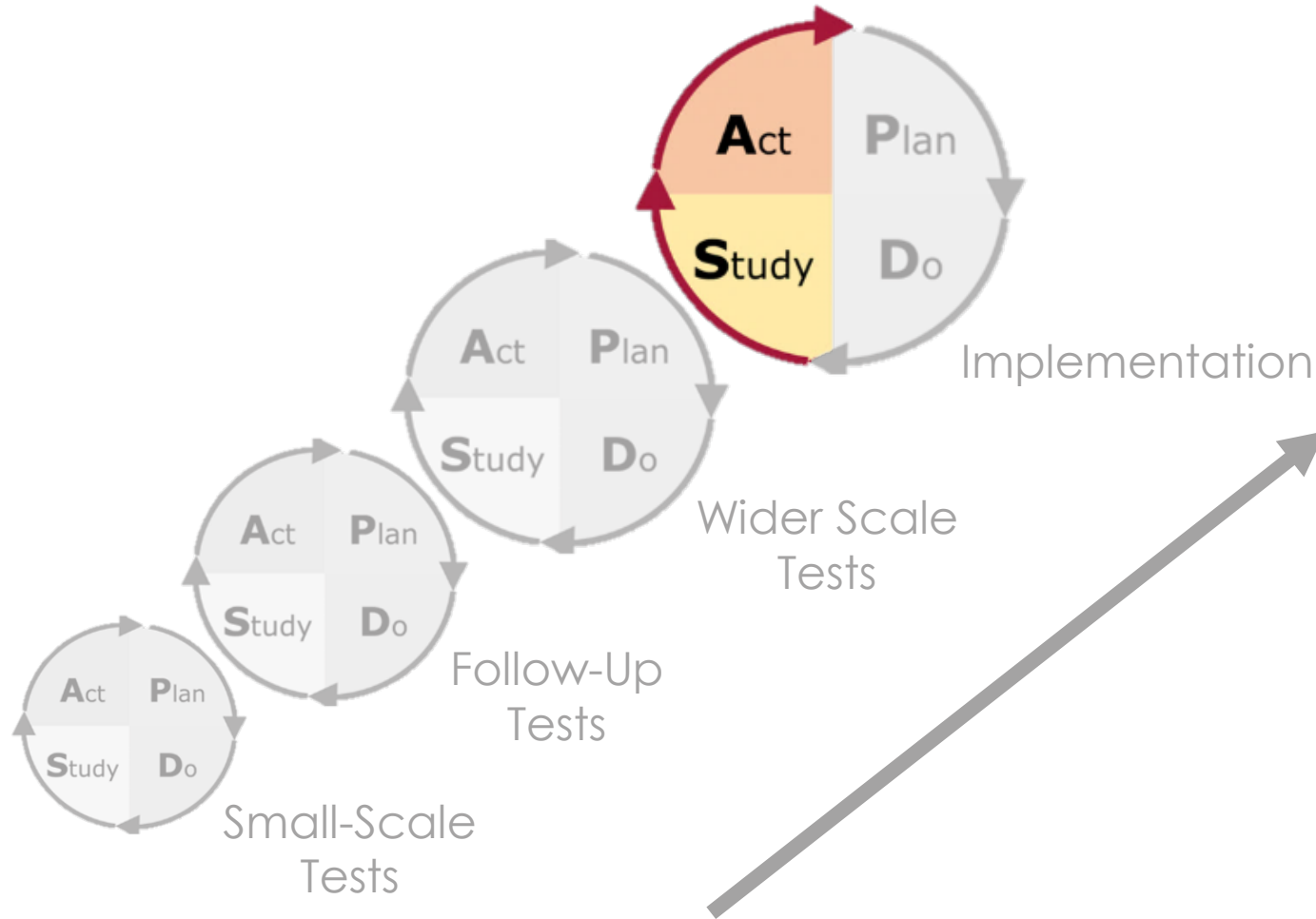
# PDSA: Study



## STUDY

1. Look at the data and see the raw numbers.
2. Compare the data to your prediction(s).
3. Summarize and reflect on what was learned.

# PDSA: Act



## STUDY

1. Look at the data and see the raw numbers.
2. Compare the data to your prediction(s).
3. Summarize and reflect on what was learned.

## ACT

1. Adapt, change, or expand the study and determine what modifications should be made.
2. Prepare a plan for the next test(s).

# Rapid Cycle PDSA Worksheet

Assists nursing facilities with implementing behavioral health-focused PDSA cycles



**Resource** by the Center of Excellence for Behavioral Health in Nursing Facilities

Date: \_\_\_\_\_ Technical Assistance Focus: \_\_\_\_\_  
 Facility Name: \_\_\_\_\_  
 Facility Champion: \_\_\_\_\_

Plan/Goal Setting: Describe the problem to be solved and complete Root Cause Analysis (RCA) on page 3	
<b>State the problem</b> ex. who, what when, where, and how long	
<b>What do you want to accomplish?</b> How do we know a change is an improvement? <b>What do you want to change or improve?</b> Identify the goal and estimated timeframe for resolution. Consider how long you will work on this improvement area. (Recommend one to three months)	Which area needs improvement or change? What triggered the need?  What do you hope to accomplish?  What is the frequency of review? (target: three-month review)  Will this be presented to the QAPI committee?
<b>Identify the behavioral health focus</b> What is the area of importance?	<input type="checkbox"/> Mental health <input type="checkbox"/> Workforce training <input type="checkbox"/> Substance use <input type="checkbox"/> Behavioral health equity <input type="checkbox"/> De-escalation strategies <input type="checkbox"/> Trauma-informed care <input type="checkbox"/> Suicide prevention <input type="checkbox"/> Operations <input type="checkbox"/> Naloxone (Narcan) Training <input type="checkbox"/> Other _____
<b>What will be done?</b> e.g., initial intervention(s), expected outcome for each intervention, goal(s), and expected overall outcome goal rate in a percentage format (as applicable)	What changes will result in the improvement?  <input type="checkbox"/> Root cause analysis <input type="checkbox"/> Identify project champion <input type="checkbox"/> Engage interdisciplinary team <input type="checkbox"/> Review residents' records <input type="checkbox"/> Review Casper or equivalent report <input type="checkbox"/> Training (title/type): _____ <input type="checkbox"/> Number to be trained: _____ <input type="checkbox"/> Resources (type): _____ <input type="checkbox"/> Disseminate/post resources <input type="checkbox"/> Observations (staff/residents) <input type="checkbox"/> Behavioral health huddles <input type="checkbox"/> Naloxone access <input type="checkbox"/> Train agency staff

# Group Scenario Discussion

## Situation – What is currently going on with the resident?

A resident is getting physically aggressive with staff and quickly verbally escalates when her demands aren't immediately met.

## Background – What is the clinical background or context?

A 44-year-old woman with diabetes admitted after an infection and foot amputation due to noncompliance. She has a chronic mental health and substance use history with multiple past failed placements and periods of homelessness.

Some caregivers are starting to refuse to work with her due to the increase in physical and verbal aggression. Her prior roommate requested a room change due to the physical and verbal aggression.

## Assessment – What do we think the problem is?

She believes that she is entitled to a turnkey furnished apartment from the state and thinks that staff are to blame for the “holdup” of that apartment. Some caregivers will work with her while others refuse.

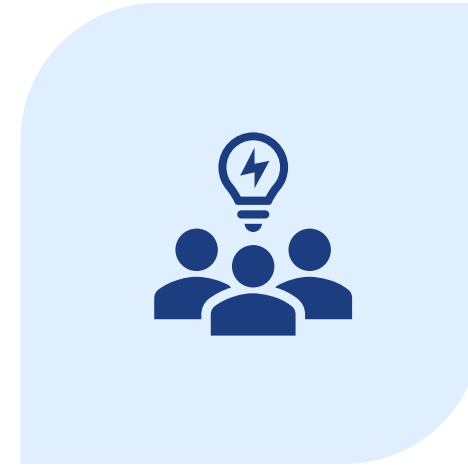
## Recommendation – What should we do to correct it?

Let's discuss!

# Group Discussion: Understanding Behaviors



What are this resident's needs?  
What purpose does her  
behavior seem to serve?



What would you do to partner  
with her?

# Group Discussion: PDSA Cycles



What PDSA cycles might you want to try with this resident?



What would you measure in these PDSA cycles to see if they were effective?



How might you expand this improvement work to the rest of your facility?

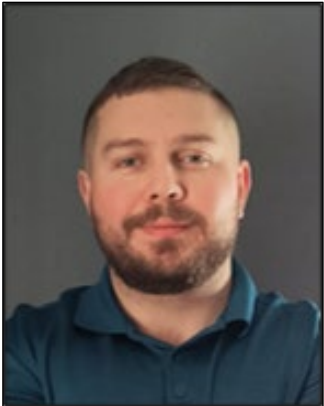
# QI Action Steps

## General Action Focus

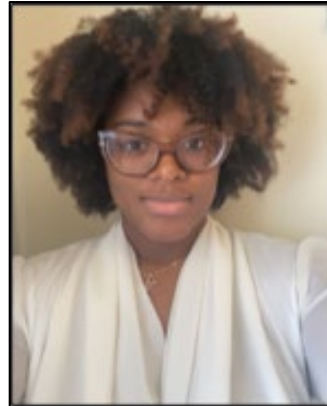
- Review the Rapid PDSA Worksheet.
- Brainstorm your PDSA cycle with your improvement project team and create a timeline to start your first PDSA cycle.
- Reach out to your regional behavioral specialist for support (if you haven't already).



# COE-NF Regional Behavioral Specialists



**Steven Shaw (R1)**  
CT, ME, MA, NH, RI, VT



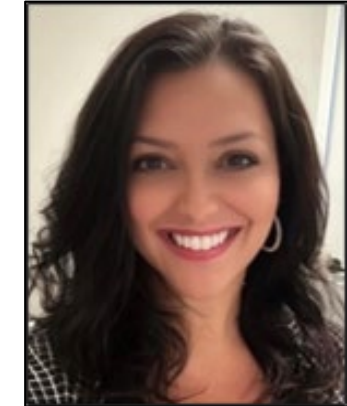
**Jornelle Blair (R2)**  
NY, NJ, PR, VI



**Chevy Galon (R3)**  
PA, D.C., WV, VA, DE, MD



**Sherri Creel (R4)**  
KY, TN, MS, AL, GA, SC, NC, FL



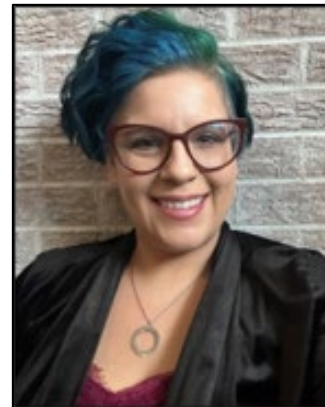
**Amy Reeder (R5)**  
IL, IN, OH, MI, WI, MN



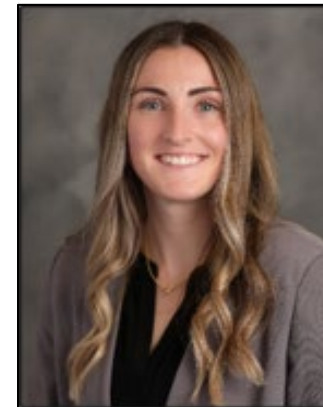
**Crystal Daniel (R6)**  
AR, LA, NM, OK, TX



**Amber Jennings (R7)**  
IA, KS, MO, NE



**Stephanie Smith (R8)**  
CO, MT, ND, SD, UT, WY



**Tara Bowsher (R9)**  
AZ, CA, HI, NV, AS, CNMI,  
FSM, GU, MH, PW



**David Rodriguez (R10)**  
AK, ID, OR, WA



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For more information or to request assistance, we can be reached by phone at **1-844-314-1433** or by email at [coeinfo@allianthealth.org](mailto:coeinfo@allianthealth.org).

### Visit the website:

[nursinghomebehavioralhealth.org](http://nursinghomebehavioralhealth.org)

# Thank You!



This material was created by the Center of Excellence for Behavioral Health in Nursing Facilities. This work is made possible by grant number 1H79SM087155 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Substance Abuse and Mental Health Services Administration.