

Organizations spend a great deal of time and resources developing policies and procedures focused on preventing adverse behavior incidents by the persons they provide care for. They devote additional time and resources training new staff on those policies and procedures.

Adverse behavior incidents (i.e., persons “acting out” verbally or even physically) and the time spent addressing those incidents take up large amounts of staff time and energy within many senior care, healthcare, educational, and social services organizations. These incidents are also a leading cause of workers’ compensation claims among our accounts that provide healthcare and human services.

Staffing shortages and limited time, both among front-line workers and management/training staff have compressed training time on essential topics like adverse behaviors. These factors point to the critical need for regular staff education about the essential knowledge they need to retain and apply in their daily work tasks. The challenge is fitting this essential topic into our already overstretched workdays. Luckily, effective teaching techniques include giving staff regular mini-lessons (three-five minutes); including brief discussions within the mini-lessons often makes them even more effective.

Consider using this QuickTalks as an outline for maintaining your employees’ skills on your organization’s adverse behaviors policies and procedures. You can conduct small group “huddles” with employees to review their knowledge of your organization’s policies and procedures. Here are some possible discussion topics to include.

Discussion Topics:

- Can you locate the behavioral care plan for each resident?
 - Have staff physically show you or describe where they’re located for individual residents.
- What’s the process for modifying a resident’s behavioral care plan after an incident has occurred?
 - Have staff describe the process and any key decision makers they must involve to modify a behavioral care plan that’s not working.
- What are your organization’s key steps for preventing adverse behaviors?
 - Ask staff to share specific examples of recent successes AND failures.
- Do you feel you need additional training?
 - Get specific difficulties employees encounter and find out what skills they want to review or receive additional information on.