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inspiring achievement

Simulation and coaching to prevent aggression in Aged Care settings

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The issue

Increasing aggressive incidents in the aged care workforce (WHO, 2002)

Paid carers

Current Australian aged care workforce = 240,445

- projected for 2050 to be 980,000 (DoH, NACWCS 2017)

Volunteer workforce

Best estimate 536,690 women primary carers for aged people in the home environment (Carers Australia, 2015)

Ageing Australians

- 78% older adults in long term care present with Behaviours and Psychological Symptoms of Dementia (BPSD) (Seitz et al 2010)
- BPSD commonly include agitation - known to escalate to aggressive events (Ballard et al 2009)
- 50% of adults diagnosed with dementia **also** have a mental health diagnosis

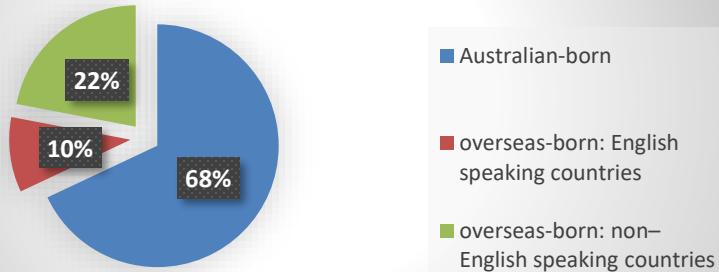
*Schizophrenia Psychosis Anxiety Disorder Bipolar Disorder
Depression Obsessive Compulsive Disorder Traumatic events
Personality Disorder Post-Traumatic Stress Disorder*



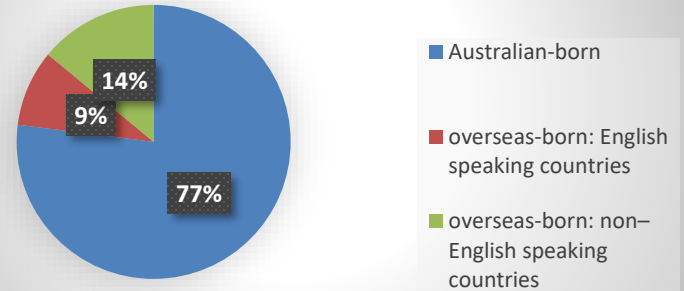
Aged-care workers

- Aged-care workforce 87% female; Cert II / III / IV
- Isolated work conditions, confined spaces, personal care

Residential care

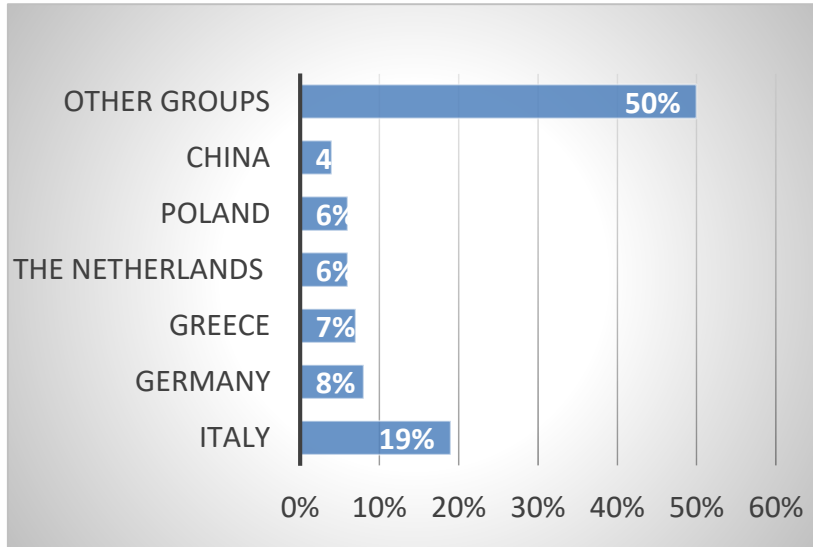


Community care

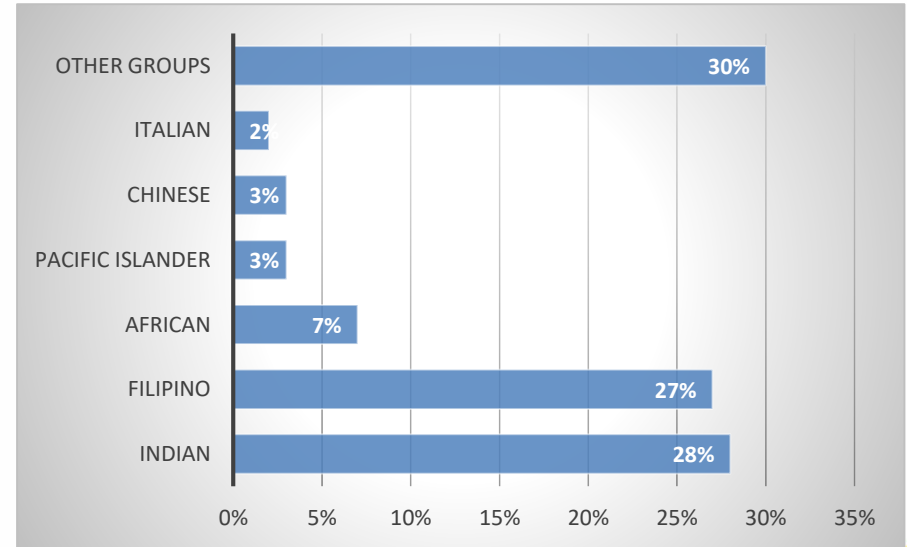


Most common non-English speaking countries of birth

Residents



Personal care attendants



The aim

Improve the ability of female, aged-care workers to **identify triggers** and **apply strategies** to **avoid** and **manage** aggressive behaviour.

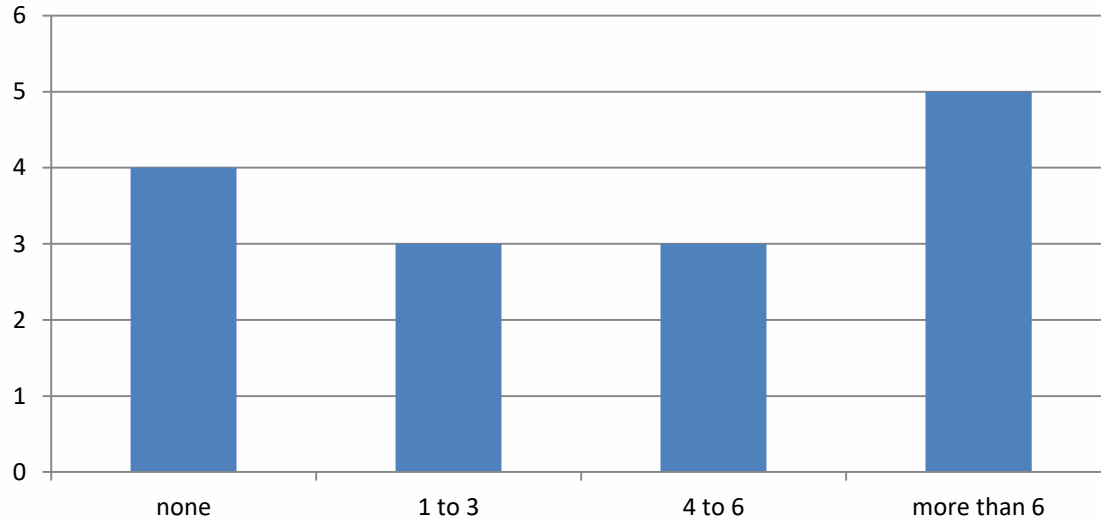
Pilot study.

Demographics

Venue	(n)	Age mean (range)	Born in Australia n= (%)	Speak English at home n= (%)	Years in aged care (range)
Group 1 TCP/residential	5	37 (22-53)	1 (20)	1 (20)	5.1 (2-10)
Group 2 Community	6	55 (32-61)	5 (83)	6 (100)	13.9 (5-28)
Group 3 Residential	6	38 (25-59)	3 (50)	6 (100)	8.8 (1-20)
Total	17	32.1 (22-61)	8 (47)	13 (76)	9.9 (1-28)

Number of aggressive incidents

2 months before



Co-designed education package

1. Your story
2. Other people's stories
3. Communication skills
4. Conditions contributing to anxiety and aggression
5. Other factors contributing to anxiety and aggression
6. Strategies to prevent, reduce or stop escalation



Simulation

- Authentic cases
- Professional actors
- Immediacy of theory into practice
- Safe immersion and experiential learning
 - Real, emotive, reactive and confronting
 - Rewind and practice

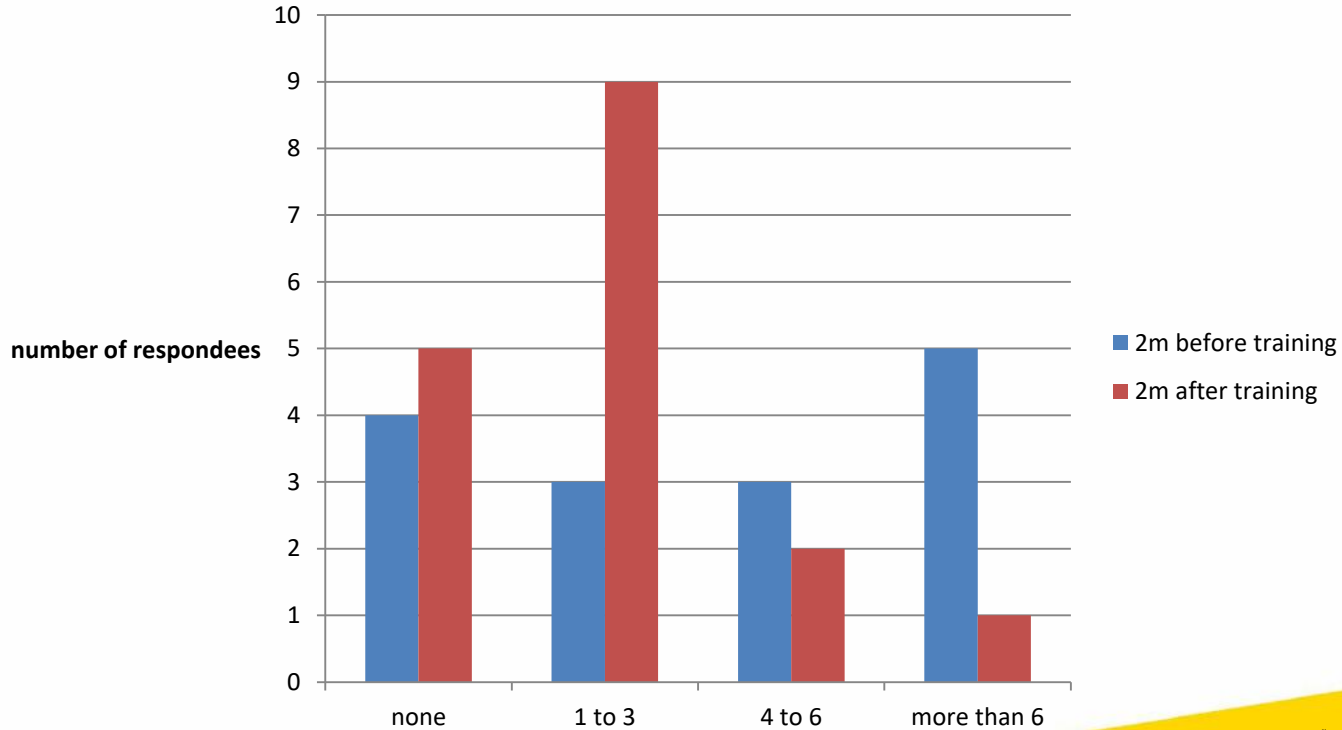
Personalized coaching

- Expert clinicians
- Embed appropriate responses

Outcome measures

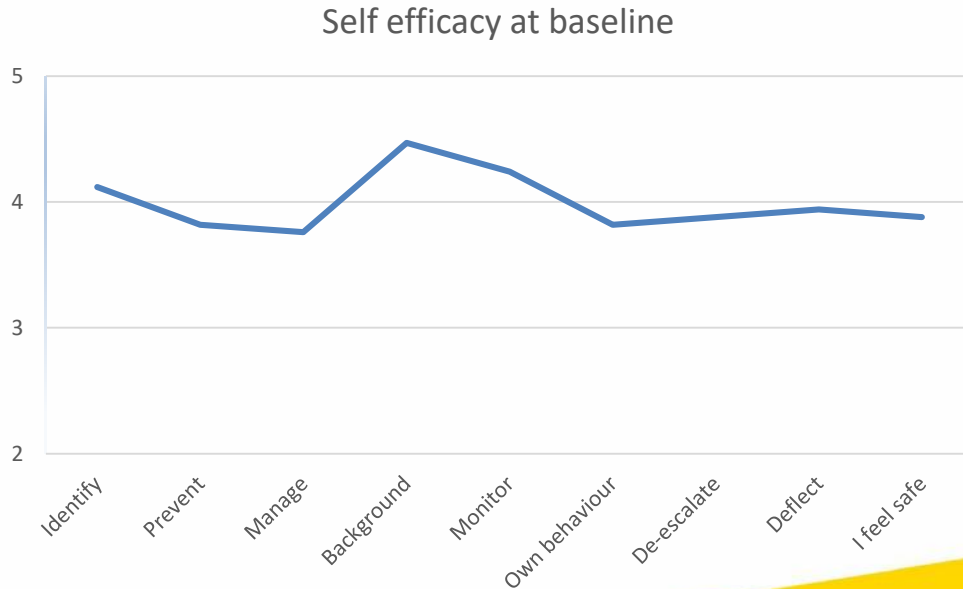
- Number of aggressive incidents
 - self-report, 2 months before/2 months after
- Participants self-efficacy (baseline, after education modules, after simulation, 6 months)
 - I feel well prepared to **identify triggers** for an aggressive event in my workplace
 - I feel well prepared to **prevent** an aggressive event in my workplace
 - I feel well prepared to **manage** an aggressive event in my workplace
 - I understand the **background** or **history** of the person may affect their behaviour
 - I am confident that I can **monitor a client's anxiety from the way they are behaving**
 - I can **identify and manage triggers** in my **own behaviour** that may provoke an aggressive event
 - I can **de-escalate** an aggressive situation **before** it becomes a problem
 - I am confident in being able to **deflect or alter triggers** for an aggressive event
 - **I feel safe** in my workplace
- Self-reported change in behavior
- Organization – work practices and reported events

Results: # incidents

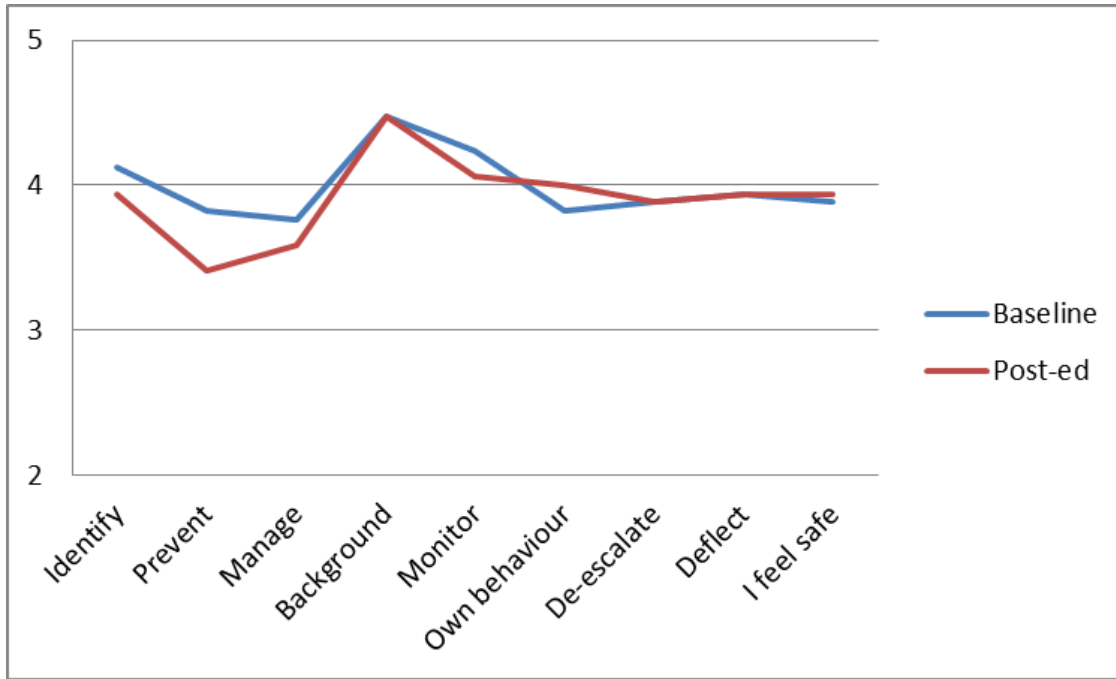


Results: Self-efficacy, baseline

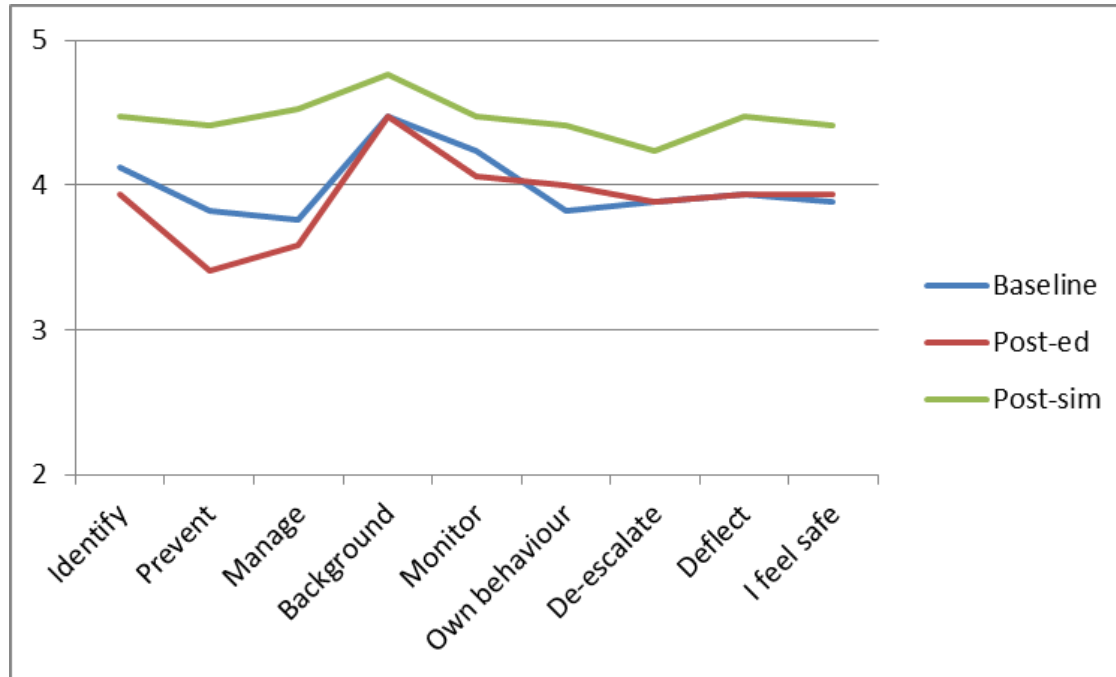
Likert: 1 strongly disagree, 2 disagree, 3 neutral, 4 agree, 5 strongly agree



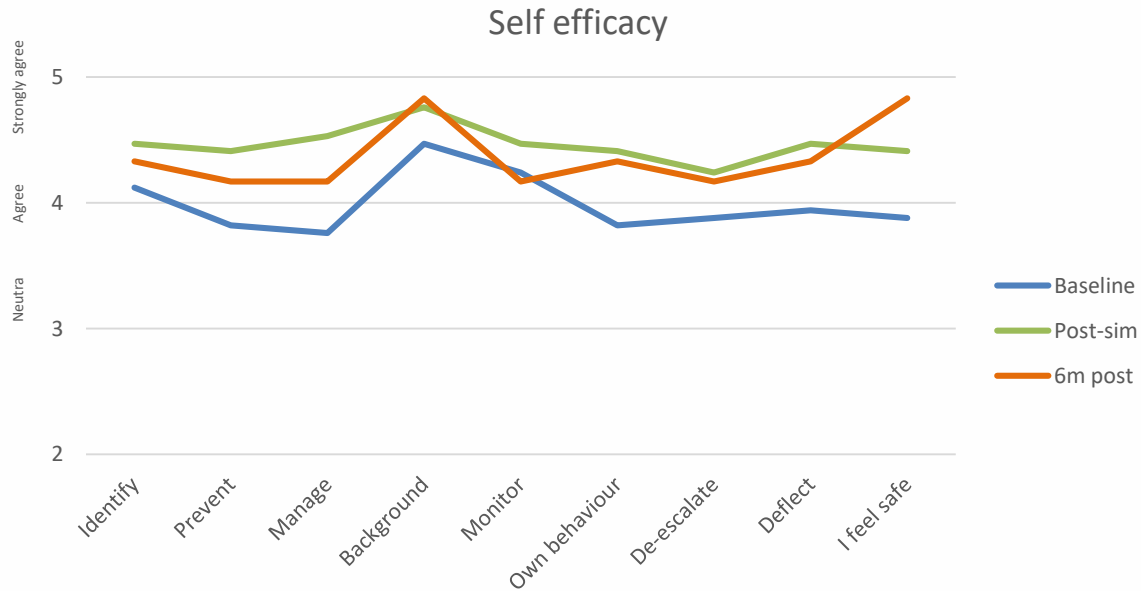
Self-efficacy, post education module



Self-efficacy, after simulation



Sustained self efficacy – 6 months



- **Strengths**

- Co-designed and ‘real’
- Innovative application of evidenced approach
- Skilled team - clinical, education and research expertise
- Tangible resources

- **Limitations**

- Time for aged care workers for training
- Self-report of aggressive events

Future

- Professional development activity
 - ‘.....together making change’
- Transferability
 - Other settings
 - Distance simulations

References

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Thank you and acknowledgements

**Augusta Zadow Awards
SafeWork SA**

Colleagues and collaborators