

**“CARING FOR RESIDENTS  
WITH  
CHALLENGING BEHAVIORS”**

*An Opportunity for Education and  
Development of Caregiving Techniques*

*Hosted by*

*The Connecticut Workgroup on  
Challenging Behaviors*

*Wednesday  
October 27, 2004  
8:00a.m. - 3:00p.m.*

*The Rocky Hill Marriott*

**Keynote Speaker  
Dr. Eileen Morrison, RN, PhD**

*on  
“Understanding the Interactional Dynamic:  
Positive Behavior Changes for Staff”*

**Who Should Attend?**

*Directors of Nursing, Social Workers, Admissions  
Coordinators, Discharge Planners, Inservice Coordinators,  
Certified Nursing Assistants*

**AGENDA**

8:00-8:45 - *Registration & Continental Breakfast*  
8:45-9:00 - *Welcoming Remarks:*  
*Teresa C. Cusano, State Ombudsman*  
9:00-10:00 - *Keynote Address:*  
*Dr. Eileen Morrison, RN, PhD*  
10:15-11:30 - *Breakout Session I*  
11:45-12:45 - *Buffet Lunch*  
1:00-2:15 - *Breakout Session II*  
2:30-3:00 - *Closing Remarks:*  
*Paul Miller*  
*Program Review Specialist, Center for  
Medicare & Medicaid Services*

**Directions to the Marriott Rocky Hill**

100 Capital Boulevard, Rocky Hill, CT  
(860) 257-6000

**From I-84 (Waterbury)**

Take I-84 to 691 East Take Exit 11 onto I-91 North in Meriden  
Continue on I-91 to Exit 23 (West Street-Rocky Hill) At the end of  
the ramp turn right. Hotel driveway is on your right

**From I-84 (Manchester)**

Take I-84 to I-91 South to Exit 23 (West Street-Rocky Hill) At end of  
the ramp, turn left At the second light, turn right Hotel driveway is  
on your right

**From Hartford:**

Take I-91 South to Exit 23 (West Street-Rocky Hill) At the end of the  
ramp, make a left. At the second light, turn right Hotel driveway is  
on your right

**From New Haven:**

Take I-91 North to Exit 23 (West Street-Rocky Hill) At the end of the  
ramp, turn right Hotel driveway is on your right

**From the Merritt Parkway**

Follow Merritt Parkway (Route 15) to Meriden and Exit 68, which  
will be I-91 North Continue on I-91 to Exit 23 (West Street-Rocky Hill)  
At the end of the ramp, turn right Hotel driveway is on your right

## **WORKSHOPS-**

PLEASE NOTE: Workshops **A** thru **E** run concurrently during morning and afternoon Breakout Sessions. Workshops **F** and **G** are available only as noted.

### **A- Hearing Voices That Are Distressing**

This interactive workshop will provide participants with an opportunity to simulate the experience of hearing voices from the perspective of a resident with psychiatric illness. Video, audiotape and task stations will be utilized.

*LeeAnn Boatwright, BS, MA - DMHAS*

*Jennifer Glick, BSN, RN - DMHAS*

*Therese Smith, LPN - DMHAS*

*Sharon Ciarlo, RN, MHSA - DMHAS*

### **B- Advanced Conflict Resolution**

In the midst of a conflict, have you ever been at a loss for words or felt unsure as to the best way to de-escalate a tense situation? This workshop will illustrate the NEAR model of conflict resolution designed to prevent "behavioral emergencies". Participants will utilize case study, discussion, and practice intervention skills.

*Gerry Thorington, MA - DMHAS*

*Heather Smith, BS - DMHAS*

### **C- Position Yourself For Safety**

This hands-on workshop will review and practice key concepts for safe positioning during basic medical procedures, completion of ADL tasks, and use of DME. Principles of personal space, comfort, and back safety will be explored. Instruction will include visual aides, lecture, demonstration and facilitated discussion.

*Thomas Elliott, BA - DMHAS*

*Edward Bushnell - DMHAS*

### **D- Virtual Sensitivity Training**

This workshop is designed to encourage sensitivity to the everyday challenges faced by residents with dementia and/or physical impairments. Participants will utilize props from the "virtual dementia kit" to simulate the resident's experience and role play staff and resident interactions.

*Carole Levitt, BA - Alzheimer's Association*

### **E- Psychiatric Symptoms in Dementia & Continuity of Care**

This workshop will be a comprehensive presentation about the process of admission, treatment, and discharge from the Institute of Living's Geriatric Inpatient Psychiatric Unit. Several case scenarios will be presented, along with an overview of psychiatric symptoms of dementia and interventions used in treatment of psychiatric illness and challenging behaviors. Relationships between referring facilities, families and hospital staff will be discussed. Issues specific to a psychiatric hospitalization (P E C) commitment and treatment will be examined.

*Nancy March, MSW, LCSW - Institute of Living*

*Sandra Marcinczyk, MSW, LCSW - Institute of Living*

### **F- Creating Cultural Change - The Leader's Role (p.m. only)**

The target audience for this workshop is staff who work in formal or informal leadership roles in the long term care setting. Building on the keynote address, Dr. Morrison will offer practical strategies to decrease negative staff behaviors and increase positive interactions with residents. Attendees will be provided with practical tools and methods to create an environment wherein residents have greater participation and control over their daily lives.

*Dr. Eileen Morrison, RN, PhD*

### **G- Environmental Influencers on Behavior- (a.m. only)**

This workshop will assist staff in recognizing the three levels of crisis development. Techniques for identifying important non-verbal and paraverbal communication, environmental triggers, and appropriate responses to crisis levels will be explored. Demonstration, video and discussion will be utilized.

*Randy Griffin, RN, MS, HNC - Educational Consultant to the Alzheimer's Resource Center*

## **ABOUT THE KEYNOTE SPEAKER -**

*Dr. Morrison currently works as a Nurse Consultant at Central State Hospital in Richmond, Virginia and as Assistant Professor of Nursing at the Medical College of Virginia where she previously served as Director of Patient Care and Nursing Research. She has published extensively in peer-reviewed journals on the subject of care giving dynamics and issues of control and aggression in the healthcare setting. Dr. Morrison has been a featured speaker and presented her research at educational conferences both nationally and internationally. She is the recipient of numerous awards and recognized as a leader in the field of Psychiatric Nursing and positive cultural change.*

Please contact Desiree Pina at 860-424-5239 with any questions.

## **Registration** (please print clearly)

Fee: \$50.00 per person. We are pleased to invite one Certified Nursing Assistant to attend at no charge with two regular paid registrations. **Registration deadline October 12, 2004**

Name: \_\_\_\_\_

Facility/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

Total Remitted \$ \_\_\_\_\_

Please make check payable to **Breaking The Bonds** and mail with this completed registration form to:

Office of the State Long Term Care Ombudsman

Department of Social Services

25 Sigourney Street, 12<sup>th</sup> Floor

Hartford CT 06106

### **Workshop Selections:**

Please write the letter of the Workshop next to the number to indicate the two workshops you prefer. **Your 3<sup>rd</sup> and 4<sup>th</sup> selection will serve as alternates.** Every effort will be made to honor requests, however, workshops will be filled as responses are received.

#### **WORKSHOP CHOICES**

#### **ALTERNATE CHOICES**

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_


\_\_\_\_\_ Check here to request CNA CEC certificates\*

\_\_\_\_\_ Check here to request NASW CEC certificates\*\*

\_\_\_\_\_ No certificates needed



(maximum of three continuing education credits)

\*Application has been submitted to the Connecticut Nurses' Association for approval of nursing continuing education credit (Contact Hours). CNA is accredited as an approver of nursing continuing education by the American Nurses Credentialing Center's Commission on Accreditation. \*\*Application has been submitted to the NASW, Connecticut Chapter for approval of continuing education credit hours.



# *The Connecticut*

*Workgroup  
on  
Challenging  
Behaviors*



### Mission Statement

*The Connecticut Workgroup on Challenging Behaviors is committed to promoting a healthcare culture that is person-centered and responsive to the behavioral health needs of individuals in long-term care settings. We achieve this by facilitating the development of Best Practices, advocating for legislative and policy change, and coordinating educational opportunities for providers.*

### Member Organizations

*Office of the State Long Term Care Ombudsman; Alzheimer's Association; Alzheimer's Resource Center of CT; Apple Health Care; Athena Health Care; Braceland Center for Mental Health and Aging; Centers for Medicare & Medicaid Services, Region I; CT Association of Health Care Facilities; CT Association of Not-for-Profit Providers for the Aging; CT Department of Mental Health and Addiction Services; CT Department of Public Health; CT Department of Social Services: Alternate Care Unit and Social Work and Preventive Services; CT Legal Rights Project; Greater Hartford Legal Assistance; Haven Health Care; Institute of Living; MedOptions, Inc.; The National Alliance for the Mentally Ill; UCONN School of Social Work.*

### Workgroup Overview

In January 2004, the Office of the State Long Term Care Ombudsman organized the *Connecticut Workgroup on Challenging Behaviors*, a multi-disciplinary group of experts and major stakeholders in the fields of psychiatric and dementia care. Beginning with the initial conference, and continuing throughout the year, workgroup members have exhibited a true spirit of collaboration and real progress has been made.

The Workgroup is comprised of three committees, each with distinct goals and objectives. The *Care and Case Discussion Committee* reviews case scenarios, interventions, and outcomes, identifies successful strategies, makes recommendations and drafts model guidelines. The *Training Committee* develops provider education tools designed to support healthcare professionals and caregivers, focusing on areas of need identified by the Care and Case Discussion Committee. The *Policy, Regulation and Legislation Committee* examines current policies, regulations, and resources to enhance care delivery and develop proposals for future policy and legislative guidelines.

## ***Eileen F. Morrison, RN, MSN, PhD.***

*Dr. Morrison comes to us with a long list of academic and professional credentials. Her academic achievements include:*

*Nursing Diploma from Saint Elizabeth's Hospital in Boston  
BA in Biology from University of California – Berkeley  
BS in Nursing from University of California- San Francisco  
MS in Psychiatric Nursing from the University of Arizona  
PhD in Nursing from the University of Arizona*

*Her doctoral dissertation was titled "The Testing of Instruments to Measure Rules, Role Incompetence and Violence Among Psychiatric Inpatients".*

*Dr. Morrison has extensive clinical experience working with people with chronic and pervasive mental illness. Her nursing research has focused on methods to predict violence in inpatient psychiatric settings. Dr. Morrison's research has resulted in theory development and the use of testing, casual modeling, development of instrumentation and qualitative measures.*

*Along with extensive clinical experience, Dr. Morrison has been a professor at several universities including the:*

- University of Arizona*
- Frances Payne Bolton School of Nursing at Case Western Reserve University*
- University of New Hampshire*
- Medical College of Virginia: School of Nursing*

*Dr. Morrison has earned multiple awards and grants, has received funding for 10 studies, and has over 60 articles and book chapters on psychiatric nursing and related topics published.*

*Dr. Morrison cites several special achievements in her career that include work at The Royal Edinburgh Hospital in Scotland, a year in the Peace Corp stationed in Ethiopia, and clinical experience at the Langley-Porter Institute in San Francisco.*

*Her most recent work includes methods to reduce the use of restraints in Acute Medical, Psychiatric and Long Term Care settings.*

*Dr. Morrison currently lives in Virginia.*

# WORKSHOPS

## A- Hearing Voices That Are Distressing

*Lee-Ann Boatwright, BS, MA – DMHAS*  
*Jennifer Glick, BSN, RN – DMHAS*  
*Therese Smith, LPN – DMHAS*  
*Sharon Ciarlo, RN, MHSA – DMHAS*

This interactive workshop will provide participants with an opportunity to simulate the experience of hearing voices from the perspective of a resident with psychiatric illness. Video, audiotape and task stations will be utilized.

LOCATION – ROCKY HILL ROOM

*Facilitator – Lee-Ann Boatwright, DMHAS*

## B- Advanced Conflict Resolution

*Gerry Thorington, MA – DMHAS*  
*Thomas Elliott, BA – DMHAS*

In the midst of a conflict, have you ever been at a loss for words or felt unsure as to the best way to de-escalate a tense situation? This workshop will illustrate the NEAR model of conflict resolution designed to prevent “behavioral emergencies”. Participants will utilize case study, discussion, and practice intervention skills.

LOCATION – SALON I

*Facilitator – Lynn Noyes, DSS*

## C- Position Yourself For Safety

*Heather Smith, BS – DMHAS*  
*Edward Bushnell – DMHAS*

This hands-on workshop will review and practice key concepts for safe positioning during basic medical procedures, completion of ADL tasks, and use of DME. Principles of personal space, comfort, and back safety will be explored. Instruction will include visual aides, lecture, demonstration and facilitated discussion.

LOCATION – SALON II

*Facilitator - Valerie Bryan, DPH*

## D- Virtual Sensitivity Training

*Carole Levitt, BA - Alzheimer's Association*

This workshop is designed to encourage sensitivity to the everyday challenges faced by residents with dementia and/or physical impairments. Participants will utilize props from the “virtual dementia kit” to simulate the resident’s experience and role play staff and resident interactions.

LOCATION – HARTFORD ROOM

*Facilitator – Michele Parsons, DSS*

## E- Psychiatric Symptoms in Dementia & Continuity of Care

*Nancy March, MSW, LCSW - Institute of Living*  
*Sandra Marcinczyk, MSW, LCSW - Institute of Living*

This workshop includes a comprehensive presentation about the process of admission, treatment, and discharge from the Institute of Living’s Geriatric Inpatient Psychiatric Unit. Several case scenarios will be presented, along with an overview of psychiatric symptoms of dementia and interventions used in treatment of psychiatric illness and challenging behaviors. Relationships between referring facilities, families and hospital staff will be discussed. Issues specific to a psychiatric hospitalization (P.E.C.) commitment and treatment will be examined.

LOCATION SALON B

*Facilitator – Paul Miller, CMS*

## F- Creating Cultural Change -The Leader’s Role (p.m. only)

*Dr. Eileen Morrison, RN, MSN, PhD*

The target audience for this workshop is staff who work in formal or informal leadership roles in the long term care setting. Building on the keynote address, Dr. Morrison will offer practical strategies to decrease negative staff behaviors and increase positive interactions with residents. Attendees will be provided with practical tools and methods to create an environment wherein residents have greater participation and control over their daily lives.

LOCATION - SALON III

*Facilitator – Cristina MacGillis, LTCOP*

## G- Environmental Influencers on Behavior- (a.m. only)

*Randy Griffin, RN, MS, HNC*  
*Educational Consultant to the Alzheimer’s Resource Center*

This workshop will assist staff in recognizing the three levels of crisis development. Techniques for identifying important non-verbal and para-verbal communication, environmental triggers, and appropriate responses to crisis levels will be explored. Demonstration, video and discussion will be utilized.

LOCATION - SALON III

*Facilitator – Theresa Velenzas, LTCOP*

**Please Note:** Facilitators will distribute certificates for the keynote session and morning workshops at the end of your morning workshops. Certificates for afternoon workshops will be distributed at the close of afternoon workshops. Please have individual workshop evaluations completed, as facilitators will collect them when you obtain your certificates. Thank you.

# *“Caring for Residents with Challenging Behaviors”*

*Program Host ~ Richard Brown, CAHCF*

**8:00 – 8:45**

*Registration & Continental Breakfast*

**8:45 – 9:00**

*Welcoming Remarks:*

*Teresa Cusano*

*State Long Term Care Ombudsman*

**9:00 – 10:15**

*Keynote Address:*

*Dr. Eileen Morrison, RN, MSN, PhD*

*“Understanding the Interactional Dynamic:  
Positive Behavior Changes for Staff”*

**10:30 – 11:45**

**Breakout Session I**

**Workshops**

*A-Hearing Voices that are Distressing*

*B-Advanced Conflict Resolution*

*C-Position Yourself For Safety*

*D-Virtual Sensitivity Training*

*E-Psychiatric Symptoms in Dementia & Continuity of Care*

*G-Environmental Influencers on Behavior*

**12:00 – 1:00**

**Buffet Lunch**

**1:15 – 2:30**

**Breakout Session II**

**Workshops**

*A-Hearing Voices that are Distressing*

*B-Advanced Conflict Resolution*

*C-Position Yourself For Safety*

*D-Virtual Sensitivity Training*

*E-Psychiatric Symptoms in Dementia & Continuity of Care*

*F-Creating Cultural Change-The Leader’s Role*

**2:45 – 3:00**

*Closing Remarks:*

*Paul Miller, Program Review Specialist*

*Center for Medicare & Medicaid Services*

**Raffle Drawing**

*This program has been approved for Continuing Education Credit Hours by the National Association of Social Workers, CT Chapter and meets the continuing education criteria for Social Work licensure renewal.*

*This Continuing Education Activity was approved by the Connecticut Nurses’ Association, An Accredited Approver by the American Nurses Credentialing Center’s Commission on Accreditation.*

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**Wednesday, October 27, 2004**

Hosted by

***The Connecticut Workgroup on Challenging Behaviors***

Sponsored by

***The Office of The State Long Term Care Ombudsman***

***Apple Health Care***

***Athena Healthcare Systems/Athena Communities***

***Breaking the Bonds Committee***

***Masonic Healthcare Center/Masonic Care Continuum***

***MedOptions, Inc.***

*The Connecticut Workgroup on Challenging Behaviors*

*Office of the State Long Term Care Ombudsman; Alzheimer's Association;  
Alzheimer's Resource Center of CT; Apple Health Care; Athena Health Care;  
Braceland Center for Mental Health and Aging; Centers for Medicare & Medicaid Services,  
Region I; CT. Association of Health Care Facilities;  
CT. Association of Not-for-Profit Providers for the Aging;  
CT Department of Mental Health and Addiction Services; CT Department of Public Health;  
CT Department of Social Services;  
Alternate Care Unit and Social Work and Preventive Services;  
CT Legal Rights Project; Greater Hartford Legal Assistance; Haven Health Care;  
Institute of Living; MedOptions, Inc.; The National Alliance for the Mentally Ill;  
UCONN School of Social Work*

*We extend our most sincere appreciation to the staff of Organizational and Skill Development  
at the Department of Social Services for their technical support and expertise.*