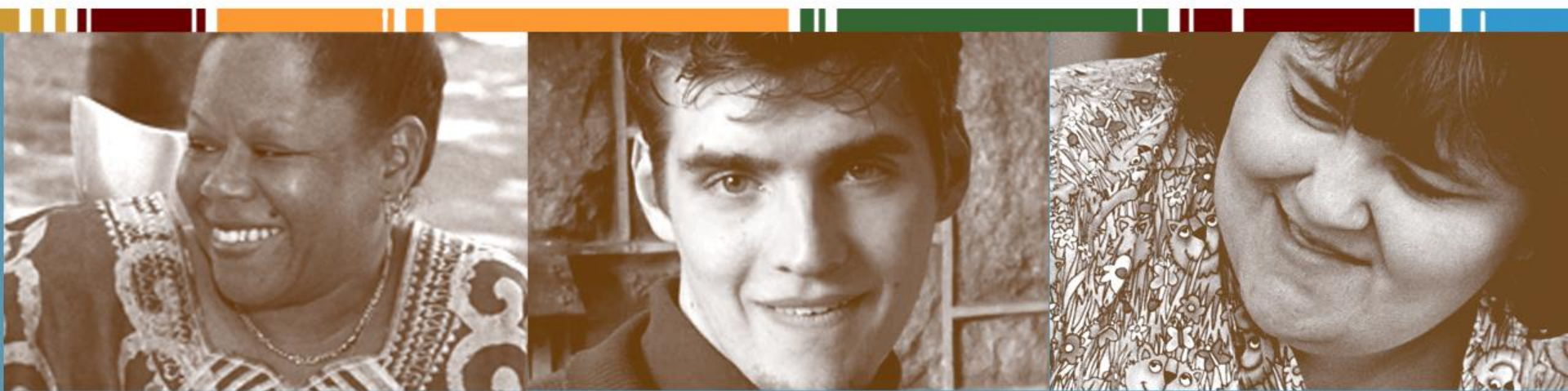




Preventing Abuse & Neglect through Skills Building & Empowerment

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Quality Care THROUGH Quality Jobs

Presenters

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- Trained 7,800 staff members

Philosophy



Abuse and neglect
of
vulnerable adults
is
preventable

Rationale

- Adult learner centered training works
- Build relationships –the heart of quality
- Build on person-centered principles
- Empowerment staff
- Get real about stress—its triggers, its busters, and de-escalation
- Focus on skills building—invest the time

Effective Training Methods

- Active, not passive learning~~little lecture~~lots of practice
- Begins with an actual experience
- Safe and supportive training environment
- Make it fun and engaging

Adult Learner Centered Training

- Draw on the learners' experiences
- Reflect on the experiences of the learners
- Generalize about what happened
- Apply what learner's skills, knowledge, and attitudes to other situations

Research Goals

Clare C. Luz, Ph.D. College of Human Medicine

**To determine the impact
of the abuse prevention training**

- **Staff knowledge**
- **Staff behavior related to abuse**

Research Design

Clare C. Luz, Ph.D. College of Human Medicine

- A pre-post knowledge test administered to every staff person that participated in the training
- A paid longitudinal, automated phone survey conducted with a voluntary subset of prevention training program participants

Test Results

Clare C. Luz, Ph.D. College of Human Medicine

- **7,804 staff trained across positions and settings (459 training sessions)**
- **6,500 test forms scanned/graded**
- **61.9% had previous abuse training**
- **Dramatic gains in knowledge in over half of the test items in all 3 domains**
- **3 domains~~identifying, reporting, and preventing abuse and neglect**

Phone Survey Results

Clare C. Luz, Ph.D. College of Human Medicine

- **91% improved ability to recognize**
- **48% reported abuse more often**
- **91% believe training improved abilities to prevent abuse from developing**
- **60% had used the prevention techniques and**
 - **96% believe the used techniques helped prevent an abusive situation**

Factors that Trigger Abuse and Neglect



Factors that Trigger Abuse and Neglect



ALICIA'S HORRIBLE DAY

Factors that Trigger Abuse and Neglect



Stress Trigger Test –
What are your triggers?

Stress Test Scores

Low Stress

0-15 points

(relatively low levels of stress)

Moderate Stress

16-30 points

(most people fall into this category)

High Stress

31-45 points

(This won't be a surprise to those who score this high, but it helps with understanding why they may feel anxious, angry or upset)

Skills Building



Recognizing triggers – in
yourself and others

Skills Building



Active Listening

Active Listening

- Requires a conscious effort, attention to another person
- Ask clarifying questions
- How does it feel to be heard?
- How does it feel to be not heard?

Skills Building



De-escalation

De-Escalation



Controlling emotions
Handling criticism
Resolving conflict

Skills Building



ALICIA'S ~~HORRIBLE~~ DAY

Skills Building



Recognizing triggers – in
yourself and others

Active Listening

De-escalation

Creating an Abuse Free Environment

- This goal is grounded in person-centered care
- This goal is grounded in teamwork and staff empowerment
- This goal is grounded in solid communications skills and problem solving

Steps to Creating an Abuse Free Home

- Leadership commitment
- Adult learner centered training for all staff
- Staff empowerment~~staff can ask for help and help will be provided

Resources for an Abuse Free Home

- Michigan's curriculum found at www.phinational.org/aanp
- Welcomed to use all or parts of it
- Other curricula were developed
- Caution ~ abuse reporting requirements are outdated Michigan standards
- Folks from MI are available to help

Thanks for your work, interest and attention.

To find the preventing abuse
curriculum go to:

www.PHInational.org/aanp



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