Objectives

• Explain the role of the nurse aide in the de-escalation of the resident who is agitated.
• Describe anxiety disorders
• Describe mood disorders

Mental Health and Mental Illness

• Mental health – ability to cope with and adjust to everyday stresses in ways that society accepts
• Mental illness – disturbance in the ability to cope or adjust to stress
• De-escalate – to cause to become less dangerous or difficult
Mental Health and Mental Illness – Importance

- Great day-to-day relationships are the heart of de-escalation
- Know what is normal
- Signs resident is becoming agitated

Causes of Mental Illness

Contributing Factors

- Physical Factors
- Environmental Factors
- Heredity
- Stress

Anxiety Disorders

Anxiety Disorders

- Generalized anxiety disorder
- Obsessive-compulsive disorder
- Posttraumatic stress disorder
- Phobia
Mood Disorders

- Depression
- Bipolar Disorder
- Schizophrenia

Image – example of a sad older adult

Mental Health and Mental Illness

Treatment

- Medication
- Psychotherapy
- Cognitive behavioral therapy

Mental Health and Mental Illness – Nurse Aide’s Role

- Important for nurse aide to recognize inappropriate behavior:
  - Report to nurse
  - De-escalate behaviors
- Nurse aide has many chances to observe and to get to know resident
De-escalation of a Resident Who is Agitated – Nurse Aide’s Role

• First and only objective in de-escalation is to reduce level and intensity of resident behavior so that discussion becomes possible

De-escalation of a Resident Who is Agitated – Nurse Aide’s Role (1)

• Behavior
• Posture
• Position self for safety
• Body movement and language
• Facial expression

De-escalation of a Resident Who is Agitated – Nurse Aide’s Role (2)

• Eye contact
• Attitude
• Tone
• Responses
• Reasoning
De-escalation of a Resident Who is Agitated – Nurse Aide’s Role (4)

- Trust instincts – if de-escalation is not working, the nurse aide should STOP and calmly call for help

De-escalation of a Resident Who is Agitated – Nurse Aide’s Role (5)

- Control the environment
- Look for meaning of the behavior
- Check for underlying causes
- Respond in person’s reality

Points to Remember (1)

- Residents are more than a diagnosis
- Recognize that a person with a mental illness is an individual with a unique background and life experience
- Each resident diagnosed with a mental illness is different from other residents with same diagnosis
Points to Remember (2)

• All behavior has meaning – looking for the meaning behind the behavior is key
• Resident may not be doing things on purpose
• Nurse aides can successfully handle situations when a resident is stressed and agitated by using proper communication skills

Points to Remember (3)

• When unusual or inappropriate behavior escalates resident may be a danger
• Nursing care plan includes specific details
• Important tool is de-escalation
• Great day-to-day relationships are at the heart of de-escalation