AON

Addressing Resident Complaints and Escalating Behaviors for Senior Managers
Answer Sheet – Test Code: LASM0524b

Instructions: After viewing the presentation or reading the learning materials associated with this activity, complete the posttest by filling out the Answer Sheet. Please select the best answer to each multiple-choice question. There is only one correct answer. You must achieve 70% to pass.

Please complete Part 1: Enrollment to provide essential information to create your educational record and to report to licensing boards (if applicable). Your site coordinator will provide you with the facility ID and your username. Then complete **Part 2: Test Answers** by darkening one circle to indicate the correct response to each question. You are also required to provide feedback by completing **Part 3: Evaluation**. After completing this form, please return it to your site coordinator to have your test submitted for processing. Results will be sent to the site coordinator within 4 weeks of submission.

Part 1: Enrollment

Last Name_____**First Name**_____

Username_____

Facility Name_____

Role: Allied Health: ❏ RD ❏PT ❏OT ❏RT ❏SW ❏Other   Nursing: ❏CNA ❏LPN/LVN ❏RN ❏Other
❏Non-clinical support role. Please specify your job title: _____

License: All District of Columbia and Georgia nurses, please provide license information for reporting to CE Broker.

State of license (1)_____License #_____License Type_____(abbreviation)

State of license (2)_____License #_____License Type_____(abbreviation)

Part 2: Test Answers
Darken one circle for your answer to each question.

	A	B	C			A	B	C				A	B	C
1.	○	○	○		**5.**	○	○	○		**9.**		○	○	○
2.	○	○	○		**6.**	○	○	○		**10.**		○	○	○
3	○	○	○		**7**	○	○	○						
4.	○	○	○		**8.**	○	○	○						

Part 3: Course Evaluation – Test Code: LASM0524b

1. Rate to what extent you were able to meet Objective 1: Identify signs of escalating behavior and how to intervene early to avoid or reduce complaints.
   (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

2. Rate to what extent you were able to meet Objective 2: Identify environmental factors that can contribute to escalating behaviors and complaints.
   (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

3. Rate to what extent you were able to meet Objective 3: Identify strategies for managing escalating behaviors and complaints. (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

4. Rate to what extent did the program content relate to the learning objectives? (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

5. Rate the effectiveness of the independent study learning method. (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

6. Rate the contribution of this course to your overall knowledge of the subject. (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

7. Rate your overall degree of satisfaction with this course. (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

8. Rate the degree that you believe this course was objective and free from bias. (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

9. Rate your level of expertise in this subject prior to this course. (1 - lowest, 5 - highest)
   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5

10. Rate the educational level of the content.
    ☐ Basic
    ☐ Intermediate
    ☐ Advanced

11. Comments: _____
    _____

12. What future topics would you like to see offered for CE?
    _____
    _____

Wolters Kluwer

AON

Posttest
— Retain test below for your records. Only submit answer sheet and evaluation for processing —

General Purpose: Residents and their family members who exhibit aggressive behavior pose challenges to staff and other residents. While there are many causes of aggressive behavior in residents, such as underlying medical, psychological, or social conditions, implementing staff education and training can reduce outbursts and complaints. The purpose of this course is to provide senior managers with education on empowering staff to handle these types of complaints through proactive interventions, learning what matters to escalate, and what matters require incident reports.

Learning Objectives: After completing this educational activity and taking the post-test, you should be able to:
1. Identify signs of escalating behavior and how to intervene early to avoid or reduce complaints.
2. Identify environmental factors that can contribute to escalating behaviors and complaints.
3. Identify strategies for managing escalating behaviors and complaints.

1. **A senior manager is reviewing complaints brought to her attention by staff. Which of the following should senior management anticipate as a common cause for complaints in senior living communities?**
   A. Lack of available food choices.
   B. Acceptance of other cultures.
   C. Well controlled pain.

2. **Senior management notices that staff is having difficulty responding to a resident's anger. Which of the following should senior managers recognize will interfere with the staff's ability to respond appropriately?**
   A. The staff has a high level of self-confidence.
   B. The staff feels personally attacked.
   C. The staff recognizes the anger signifies something else.

3. **A senior manager is planning training for staff to help them identify resident signs of agitation. Which of the following should the senior manager include in the training as an escalating sign of agitation?**
   A. Relaxed posture.
   B. Sitting quietly.
   C. Clenched fists.

4. **A staff member informed a senior manager that a resident with mild cognitive impairment became agitated in the dining room. Which of the following behaviors should the senior manager suggest to the staff member as a possible trigger?**
   A. A staff member moved the resident to a quiet area of the dining room.
   B. A staff member attempted to assist the resident with his meal.
   C. A staff member directed the resident to his usual seat.

5. **A senior manager is reviewing recent incidents of arguments between two residents. Which of the following should the manager consider as potential causes of these conflicts?**
   A. The residents are of the same cultural background.
   B. The residents enjoy the same type of music.
   C. The residents want to sit in the same seat in the dining room.

6. **Senior management is responsible for handling resident incidents professionally. Which of the following actions should senior management take following a resident incident of aggression?**
   A. Wait a few days before reporting the occurrence to authorities.
   B. Obtain statements from witnesses of the occurrence.
   C. Keep the information of the occurrence from family members.

7. **A senior manager is planning training to help supervisors manage their own anger when confronted by aggressive residents. Which of the following strategies should leaders include in the training?**
   A. React to the resident as you would a family member.
   B. Taking a "time out".
   C. Tell the resident to stop their behavior immediately.

8. **A senior manager is preparing orientation materials for new employees. Which of the following approaches should the leader include when teaching staff how to reduce resident agitation?**
   A. Guide the resident into a crowded room.
   B. Place the resident in an isolation room.
   C. Move the resident to a room for art therapy.

9. **A senior manager encourages the use of individualized care plans for residents who are at risk for demonstrating difficult behavior. Which of the following activities are appropriate to include in the care plan?**
   A. Have staff choose the resident's menu items for each meal.
   B. Let the resident decide when to have his daily bath.
   C. Separate the resident from conflicts with friends.

10. **A senior manager is meeting with supervisors about ways to handle resident anger. Which of the following should the leader identify as the priority when confronted with an angry resident?**
   A. Acknowledging feelings.
   B. Calling for assistance.
   C. Providing reassurance.