

Addressing Resident Complaints and Escalating Behaviors for Indirect Caregivers

Answer Sheet – Test Code: LAIC0524b

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			5.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			9.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			6.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			10.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			7.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
4.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			8.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						

Part 3: Course Evaluation – Test Code: LAIC0524b

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?

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 staff with education to enable them 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.
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1. **Staff members can come in contact with residents who are angry. A common reason for their anger is that they are no longer able to make choices about their food.**
A. True
B. False
 2. **It is important that each staff member should be able to recognize when a resident is becoming upset and angry.**
A. True
B. False
 3. **When a staff member sees a resident sitting relaxed and quiet in a chair, this would mean that the resident is agitated.**
A. True
B. False
 4. **If a resident argues with the kitchen staff about the food they receive for breakfast, the staff member should offer a different choice.**
A. True
B. False
 5. **When a staff member enters a resident's room, they should introduce themselves by name.**
A. True
B. False
 6. **When a staff member is interacting with residents of different cultures, they may witness outbursts of anger.**
A. True
B. False
 7. **When a staff member encounters an angry resident, they should insist the resident calm down.**
A. True
B. False
 8. **If a staff member notices an agitated resident, they should guide the resident into a crowded room.**
A. True
B. False
 9. **If a resident refuses to let a staff member straighten their room, the staff member should stop and ask for assistance.**
A. True
B. False
 10. **When a resident gets angry at a staff member, the worker should take it personally.**
A. True
B. False