

## Addressing Resident Complaints and Escalating Behaviors for Middle Managers Answer Sheet – Test Code: LAMM0524b

**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: LAMM0524b

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 middle 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 manager is getting complaints from residents at the care home. Which of the following should the manager recognize as a common cause for complaints in senior living communities?**
  - A. Having to adjust to different caregivers.
  - B. Being open to different cultures.
  - C. Receiving adequate pain medication.
2. **A manager is meeting with a group of direct caregivers to discuss how they respond to residents' anger. Which of the following should the manager recognize will interfere with the direct caregiver's ability to respond appropriately?**
  - A. The caregiver has a high level of self-confidence.
  - B. The caregiver feels personally attacked.
  - C. The caregiver recognizes the anger signifies something else.
3. **A manager is talking to a group of staff about how to identify resident signs of agitation. Which of the following should the supervisor include in the discussion?**
  - A. Relaxed posture.
  - B. Sitting quietly.
  - C. Clenched fists.
4. **A staff member tells the manager that one of the residents with mild cognitive impairment became agitated during breakfast. Which of the following behaviors should the supervisor suggest to the caregiver 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 to cut his meat.
  - C. A staff directed the resident to his usual seat.
5. **A manager notices that two residents are having frequent arguments. Which of the following should the manager consider as a potential cause of these arguments?**
  - 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. **A manager witnesses a resident yelling at another resident in the activity room. Which of the following actions should the manager take?**
  - A. Wait a few days before reporting the incident to administration.
  - B. Document the incident in the resident's medical record.
  - C. Keep the information from family members.
7. **A manager is reviewing strategies with staff on ways to handle their own anger when confronted by an aggressive resident. Which of the following approaches should the manager suggest?**
  - A. Treat the resident as they would a family member.
  - B. Taking a "time out".
  - C. Insist the resident stop their aggressive behavior.
8. **A manager is talking to staff about ways to reduce resident agitation. Which of the following suggestions should the manager include?**
  - 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 manager is reviewing a care plan, with staff, for a resident who is at risk for demonstrating difficult behavior. Which of the following actions should the manager remind the staff to follow?**
  - 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 manager is meeting with staff to review actions to take when a resident expresses anger. Which of the following actions should the manager tell staff is the priority when confronted with a very angry resident?**
  - A. Acknowledging feelings.
  - B. Calling for assistance.
  - C. Providing reassurance.