**AON**

# Addressing Resident Complaints and Escalating Behaviors for Direct Caregivers
## Answer Sheet – Test Code: LADC0524b

**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: LADC0524b

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

**Posttest**

**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.

1. **Direct caregivers have contact with residents who misplace their feelings of anger. Which of the following should direct caregivers recognize as a cause of this anger in senior living communities?**
   A. Recent loss of a loved one.
   B. Being open to different cultures.
   C. Receiving adequate pain medication.

2. **A direct caregiver is caring for a resident who is angry about having to go to the dining room for meals. Which of the following can interfere with the direct caregiver's ability to respond appropriately to the resident?**
   A. The direct caregiver feels confident when providing care.
   B. The direct caregiver feels personally attacked by the resident.
   C. The direct caregiver recognizes that the resident is angry about something else.

3. **A direct caregiver starts the shift in a resident's room. Which of the following signs should indicate to the caregiver that the resident is angry?**
   A. Relaxed posture.
   B. Sitting quietly.
   C. Clenched fists.

4. **A direct caregiver is assisting a resident during dinner who becomes angry. Which of following is a possible trigger for the resident's anger?**
   A. The resident chooses to sit with a friend.
   B. The resident receives food that they say they didn't order.
   C. The resident asks the caregiver to assist him with his meal.

5. **A direct caregiver notices that two residents are having frequent arguments. Which of the following should the direct caregiver 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 direct caregiver witnesses a resident yelling at another resident in the activity room. Which of the following actions should the caregiver take?**
   A. Report the incident the next day.
   B. Document the incident in the resident's medical record.
   C. Insist the resident to stop yelling.

7. **A direct caregiver is learning ways to handle their own anger when they encounter an angry resident. Which of the following strategies should they use?**
   A. Treat the resident as they would a family member.
   B. Take charge of their own angry response.
   C. Touch the resident softly on the shoulder.

8. **A direct caregiver is attending a training on ways to reduce resident's agitation. Which of the following is an appropriate strategy?**
   A. Guide the resident into a crowded room.
   B. Place the resident in an isolation room.
   C. Ask the resident to go for a walk.

9. **A direct caregiver is caring for a resident who is at risk for demonstrating difficult behavior and is reviewing the care plan. Which of the following actions should the caregiver implement?**
   A. Let the resident choose menu items for each meal.
   B. Tell the resident when he will have his daily bath.
   C. Medicate the resident before daily activities.

10. **A direct caregiver checks the policy and procedure manual to identify the correct action to take first when confronted with a very angry client. Which of the following actions should the caregiver take first?**
    A. Call for assistance.
    B. Notify the supervisor.
    C. Document the incident.