Objectives

- Explain the role of the nurse aide in the de-escalation of the resident who is agitated.

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

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 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

- Behavior
- Posture
- Position self for safety
- Body movement and language
- Facial expression
- Eye contact

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

- Attitude
- Tone
- Responses
- Reasoning

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

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 Cognitively Impaired – Nurse Aide’s Role

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

Points to Remember

- Residents are more than a diagnosis
- Recognize that a person with a mental illness is an individual
  - Mrs. Jane Smith is 73 years old, has 3 children and used to teach school.
  - Mr. John James is 60 years old, has 2 children and used to build houses.
- Each resident diagnosed with a mental illness is different from other residents with same diagnosis

Points to Remember

All behavior has meaning – looking for the meaning behind the behavior is key
Mental Health and Mental Illness – Points to Remember

- 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

The End