

Creative Solutions to Challenging Situations: *Change Problems with Behavior by Re-Considering What's Happening and How to Effectively Develop a Plan of Action that WORKS!*

Audience: PAC Community Members and those actively working in dementia care communities or agencies.

Purpose: Use the PAC Six Pieces of the Puzzle model to investigate problem behaviors or challenging(*dangerous?*) situations in support or care and develop person-centered care plans that identify options for specific actions steps to reduce frequency, intensity, or risk associated with various situations.

Compare reactions and outcomes when PPA, making personal connections, and offering responsive options are used as assessment tools and intervention strategies in situations involving distress and challenges versus more traditional efforts to control or modify behavior, or use logic and reason.

Practice using the PAC six-puzzle piece approach to better describe the situation, individual involved, environmental factors, and context in which the challenge is occurring in order to better create a plan of action that will be effective in reducing distress, decreasing frequency of occurrences, or intensity of the situation.

Examples: Develop plans of action that that are effective when working with individuals who struggle with:

- tolerating personal care tasks
- limitations on freedom of action or movement
- sexuality and intimacy
- acute changes in mentation due to illness or delirium
- later day distress and disorientation

Outline:

- A. Review Six Pieces of the Puzzle that guide and direct solutions to challenging situations. Describe and identify at least three challenging situations that we will work on for each GEM state and set the stage for the rest of the course (learners will contribute case focus based on their real-life experiences and challenges) (1.5 hrs).
- B. Focus on the value of gathering information regarding the person, their background, the current situation, their day, the people involved and missing, and the task or opportunity that is creating the challenge (1 hr).
- C. Practice PPA with each GEMS[®] State without distress while building personal skills and observation skills (1 hour).
- D. Complete a challenging situation exercise using the six-puzzle piece exploration based on a case scenario related to a Diamond situation. This person is stressed out, is having difficulty coping with changes that are happening inside or around them, want what they want without regard to the impact on others or the impact on longer range well-being and situation. The team will develop a plan of action and care to address concerns and optimize client well-being (.5 hr).
- E. Complete a challenging situation exercise using the six-puzzle piece exploration based on a case scenario related to an Emerald situation. This case involves a person who is making significant mistakes in what they do and don't each day, how they get started and finish tasks, how they engage, where and when they think they are, and how well they take feedback or input) and work to use visual skills combined with verbal guidance that matches communication abilities and physical support that is accepted to reduce distress, build connections and relationships, and advance a valuable support agenda (.5 hr).
- F. Set up and drill Amber (people who live only in the moment and are driven by needs, desires, sensory intolerance, sensory preferences, and have little awareness of the larger context or task and object use and yet have skill in getting places, using dexterity, trying to meet what they perceive as immediate needs) and work to use visual skills combined with physical support and guidance and limited yet critical verbal prompts to offer substitutions, reduce distress, allow care tasks to be completed, foster active engagement with others and tasks in safer and more predictable ways, and reduce the risk of falls and physical and emotional emergencies and disasters (.5 hr).
- G. Review all areas of skill and knowledge development and plan for implementation and practice after the sessions (.5 hrs).
- H. Q & A and Evaluations of the Experience (.25 hr).