

Theory Meets Practice: A New Best Practice Guideline Initiative on Abuse and Neglect of Older Adults

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Overview

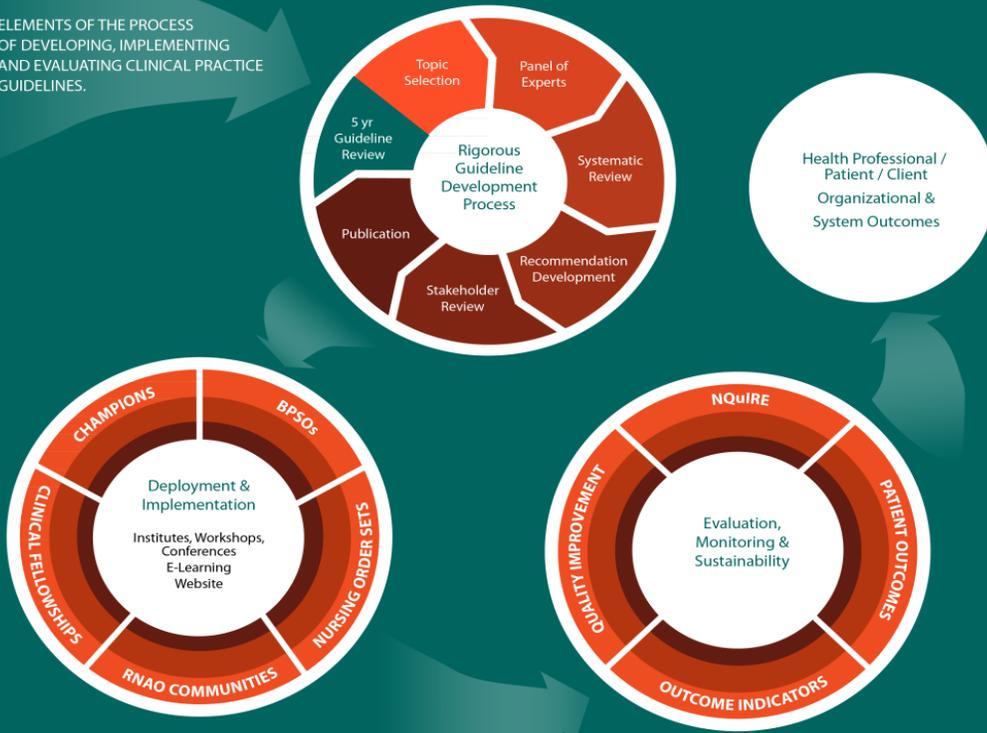
- Overview of the guideline:
 - how it was created
 - some highlights from the recommendations
 - tools for implementation
- Moving forward: suggestions for next steps

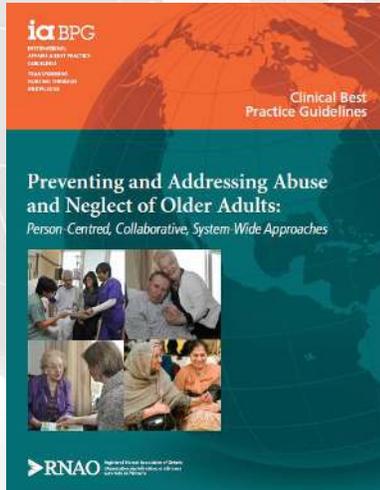
RNAO is the professional association of Registered Nurses in Ontario, Canada



Speaking out for nursing. Speaking out for health.

ELEMENTS OF THE PROCESS OF DEVELOPING, IMPLEMENTING AND EVALUATING CLINICAL PRACTICE GUIDELINES.





Preventing and Addressing Abuse and Neglect of Older Adults: *Person-Centred, Collaborative, System-Wide Approaches*



Funded by the Government of Canada's New Horizons for Seniors Program.

Thank you expert panel, RNAO team, 64 stakeholder reviewers!

- Dr. Elizabeth Podnieks-Ontario
- Dr. Samir Sinha-Ontario
- Dr. Veronique Boscart-Ontario
- Susan Crichton-Manitoba
- Dr. Sholom Glouberman-Ontario
- Dr. Sandra Hirst-Alberta
- Barbara Hood -Yellowknife, Northwest Territories
- Gail MacFarlane- New Brunswick
- Dr. Lynn McDonald-Ontario
- Jarred Rosenberg-Ontario
- Charmaine Spencer-British Columbia
- Marney Vermette-Wabauskang First Nation, Ontario



Purpose & Scope

To expand the awareness of abuse and neglect of older adults and provide evidence-based recommendations for preventing and addressing abuse and neglect in **all health-care settings across the continuum of care in Canada.**

Harms caused by the main forms of abuse and neglect



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Overview of guideline

To be implemented together:

- ✓ Practice recommendations
- ✓ Education recommendations
- ✓ Policy, organization and system recommendations

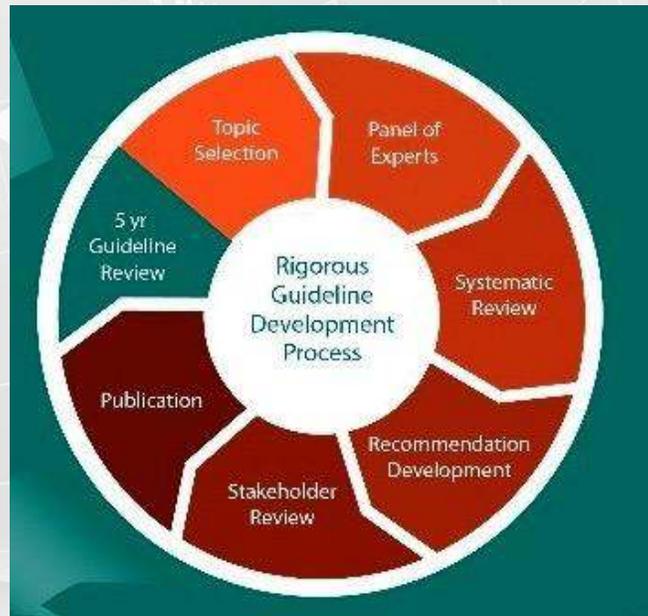
Plus:

Research gaps

Appendices

- Communication strategies
- Overview of assessment and screening tools
- Resource lists
- **Links-to many of your resources**
- Indicators for evaluating and monitoring the guideline

Process for Best Practice Guideline Development



Highlights: Practice



- Therapeutic relationship (trust, respect, empathy, effective communication) is fundamental
- Privacy and confidentiality
- Be alert for risk factors and signs of abuse and neglect during assessments and encounters with the older adult.

Tools-to use or not to use?

- Tools should not be used as a checklist.
- Screening and assessment tools are not diagnostic tools.
- Tools require appropriate training.
- The use of tools requires sensitivity and therapeutic communication skills.
- Consider what follow-up support will be offered if abuse or neglect is identified.
- Consider appropriateness of tool for your population (e.g.-culturally appropriate?).

Highlights: Practice



- Identify the rights, priorities, needs and preferences of the older adult with regard to lifestyle and care decisions before determining interventions and supports
- Collaborative approach; Older adult drives decisions (competence)
- Individualized, tailored plans

Highlights: Practice



Respond to alleged or suspected abuse and neglect according to legal requirements and organizational policies or procedures.

Highlights: Education



- **Basic** education-all employees
- Student education
- **Detailed** education for nurses, other health-care providers and supervisors

Highlights: Education



- Education design-engaging and interactive
- Address knowledge, attitudes, skills
- Interprofessional approach

Highlights: Policy, Organization, System



- Collaborative teams (preventing and responding)
- Organizations ensure clear policies and procedures (compatible with law)
- Multifaceted approach to preventing institutional abuse

Highlights: Policy, Organization, System



For those with health promotion & prevention mandates:

- Public awareness
- Address vulnerabilities
- Support Age-friendly approaches
- Coordinated community responses

Highlights: Policy, Organization, System

RECOMMENDATION 6.7:

Governments dedicate resources to effectively prevent and address abuse and neglect of older adults.

Level of Evidence = V

RECOMMENDATION 6.8:

Nurses, other health-care providers, and key stakeholders (e.g., professional associations, health service organizations, advocacy groups) advocate for policy/organization/system level changes, including the availability of necessary resources, to effectively prevent and address abuse and neglect of older adults.

Level of Evidence = V

Appendix F: Communication Strategies

This appendix outlines considerations, tips and resources to support effective communication when addressing issues of abuse and neglect of older adults.

The three A's

The *Core Curriculum and Resource Guide* from the Ontario Network for the Prevention of Elder Abuse (2008) outlines three A's to consider when interacting with older adults.

The three A's include

- active listening and reassurance,
- ask the older person what he or she wants, and
- action according to wishes and follow-up.

Caution: Nurses and other health-care providers might need to override the wishes of an older adult if mandatory reporting exists (e.g., abuse by a staff member).

This resource is available at <http://www.onpea.org/english/trainingtools/corecurriculum.html>

Appendix H: Resource List

This resource list can be completed with details specific to your region. Information on this list should be validated and kept up-to-date.

RESOURCE	NAME OF RESOURCE/ CONTACT DETAILS	COMMENTS
Emergency, hotlines, helplines (e.g., seniors abuse line, crisis line, 911)		
Safe houses, safe accommodation, shelters, transitions houses		
Victim services (e.g., police-based services; sexual assault centre; fraud detection)		
Response team or resource team for cases of abuse and neglect		
Information and resource centres		
Provincial or territorial networks (refer to Appendix J)		
Associations (e.g., Alzheimer's Society)		
Seniors organizations for recreation, education, peer support, advocacy		

What's next: How to move best practices into the workplace?

RNAO's BPG Implementation Methodology

– Individual Level

- Champion Network®
- Learning Institutes
- eLearning programs
- Resources for mobile technology

– Organizational Level

- Best Practice Spotlight
Organization® Designation

– System Level

- Implementation Projects



LTC Best Practices Program

Aim:

To enhance the quality of care for residents in Long-Term Care Homes and create a culture of evidence-based practice by encouraging staff in LTC homes to use RNAO's Best Practice Guidelines.

Funded by the Ministry of Health and Long-Term Care.



Suggestions: Moving forward

- Review the guideline and identify recommendations that apply to you and your work setting
- Identify areas where you are doing well
- Identify areas where you would like to improve
- Find others in your workplace/in your region who also care about this issue and make a plan; Involve nurses
- Consider some of RNAO resources/supports that can help you
- Contact Susan about suggestions-future collaborations
- Share the guideline and resources in your networks

Questions and Discussion



Contact:

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Visit: www.RNAO.ca