

Mitigating Behaviors in Dementia

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What if you felt.....

SCARED

LONELY

SAD

PAIN

OVERWHELMED

THIRSTY

ANGRY

BORED

IN
DANGER

FRUSTRATED

TIRED

HUNGRY

COLD

...but no one seemed to
listen or understand



BEHAVIOR

is

COMMUNICATION

Factors associated with aggression

CAREGIVER
APPROACH

RUSHING

DELIRIUM

PAIN

ROUTINE
CHANGE

FATIGUE

FEAR

NOISE

FRUSTRATION

CONSTIPATION

PSYCHOSIS

ENVIRONMENT
CHANGE

Identify Triggers

- What was happening before incident?
- What kind of day was it?
- Who, what, when, where, and how
- Was there a recent change in medications, environment, routine, caregiver, roommate?
- Nonverbal clues---grimacing, tensing, looking anxious, stressed
- What was caregiver feeling?

First Steps

- Medical evaluation-pain, constipation, infection
- Review of medications—new start/stop, drug interactions
- Sensory deficit correction
- Behavioral history
- Non pharmacologic interventions

Role of Healthcare Providers

- Anticipatory guidance
- Asking caregiver directly about behaviors every visit
- Screening for caregiver burnout
- Offering resources
- Providing education
- Following up to provide support

Non-pharmacologic Interventions

- Consistent routine
- Uncluttered, quiet environment
- Exercise
- Offer food, toileting, fluids
- Watch for nonverbal cues for pain, constipation
- Aromatherapy
- Massage
- Pets
- Music of choice

Non-pharmacologic

- Correct sensory deficits
- Non-care focused social contact
- Introduce yourself and role in simple terms
- Provide simple choices
- Activities
- Person-centered care

De-escalation Dos

- Reassure
- Provide space
- Move patient or others from area
- Calm, quiet tone and volume of voice
- Slow down
- Offer distraction
- Stop activity if leading to aggression
- Express understanding
- Make eye contact

De-escalation Don'ts

- Argue or criticize
- Take it personally
- Challenge delusions or hallucinations
- Use complex questions
- Keep them in a noisy environment if they will move
- Continue to try to force care

ABOVE ALL...SEEK TO UNDERSTAND

