

# Effects of a Dementia Educational Intervention for Emergency Departments on Staff Knowledge, Competence, and Self-Efficacy in Providing Person-Centred Care

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## Introduction

Behavioural and psychological symptoms of dementia (BPSD), including agitation, repetitive vocalizations, exit-seeking, refusing care, and aggression are commonly exhibited by people with dementia<sup>1</sup>. Increasingly, patients with dementia and BPSD are presenting at emergency departments (EDs), either with acute comorbid illnesses or with BPSD as the primary concern<sup>2</sup>. ED staff lack training in how to respond to BPSD, and the stress and unfamiliarity of the ED can intensify such symptoms; together, these factors increase the likelihood of injuries to staff and/or patients in the ED.

## The Intervention

Gentle Persuasive Approaches™ (GPA) is an educational intervention promoting person-centred dementia care and includes four modules:



### Introduction to Personhood

- People with dementia have remaining strengths and feel emotions deeply
- Most behavioural responses reflect an unmet need

### Brain and Behaviour

- Changes in brain function in dementia and the related behavioural and care implications

### The Interpersonal Environment

- Common triggers for BPSD
- Effective communication and validation strategies that defuse BPSD

### Gentle Persuasive Techniques

- Suitable and respectful self-protective physical techniques to use in response to episodes of escalating behaviour

## Methods

**Participants:** 55 ED staff enrolled in the 2.5 hour interactive, online GPA eLearning program.

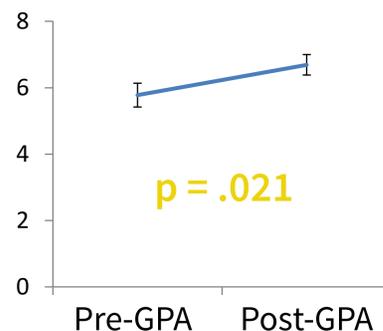
**Measures (completed both immediately before and after GPA):**

- 1) Knowledge of dementia care (via multiple choice questions [MCQs])
- 2) Sense of Competence in Dementia Care Staff (SCIDS)<sup>3</sup>
- 3) Self-Perceived Behavioural Management Self-Efficacy Profile (SBMSEP)

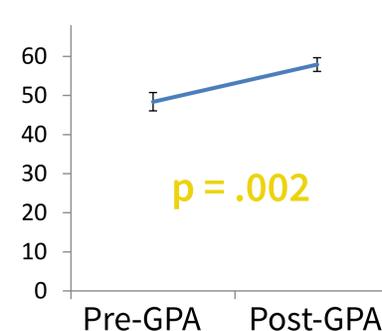
## Results

Paired t-tests conducted on 15 complete cases revealed significant improvements on knowledge, competence, and self-efficacy after completing the GPA eLearning program.

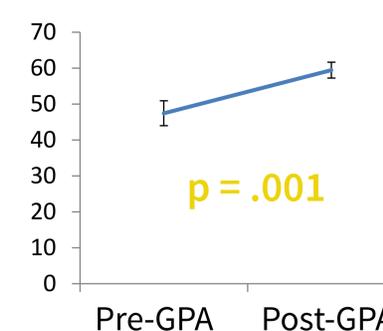
Mean Total MCQ Scores



Mean Total SCIDS Scores



Mean Total SBMSEP Scores



## Conclusion

Findings suggest that GPA is relevant and effective for ED staff. GPA significantly increases ED staff capacity to provide person-centred dementia care, and these results warrant the adaptation and dissemination of GPA to the ED environment.

## References

1. van der Linde et al. (2014). Int J Geriatr Psychiatry, 29(6): 562-568.
2. Silwanowicz et al. (2016). Int J Geriatr Psychiatry, Oct 4, doi: 10.1002/gps.4599.
3. Schepers et al. (2012). Int Psychogeriatrics, 24(7): 1153-1162.