

# A BEHAVIOR HAS OCCURRED, NOW WHAT?

## HOW TO DEVELOP A PLAN OF REMOVAL

Angela Norman, DNP, UAMS RIOA

Eyvonne Stricklin, RN Nursing Services Manager, OLTC

Lori Hobbs, RN, Nursing Manager, OLTC

# BEHAVIORS

- Goal for each facility is to establish an environment that is safe and supports the resident in maintaining a state of well-being
- The Well-being Model includes the domains of well-being (Identity, Connectedness, Security, Autonomy, Meaning, Growth and Joy) (Power, 2014)
- The Well-being Model helps the facility establish a culture that is
  - Proactive
  - Strength based
  - Person-centered

# THE WELL-BEING MODEL

- Assist the facility in “knowing” the resident with dementia, therefore, they are able to develop person-centered plans of care to PREVENT distress and PROMOTE well-being
- So when a behavior occurs we are a step ahead- We already “KNOW” the resident
- Useful tools such as the TTTTIPS for Behaviors (formally known as PITTTTS)
- When a behavior occurs first ensure safety
- Start investigation to determine causative factors
- Determine if Immediate jeopardy

# IMMEDIATE JEOPARDY

- IJ is interpreted as a crisis situation in which the health and safety of the resident(s) are at risk.
- A situation in which the provider's noncompliance with one or more requirements of participation has caused, or is likely to cause, serious injury, harm impairment, or death to a resident.
- Any time abuse or neglect is identified , you should consider whether it is Immediate jeopardy
- The serious harm, injury, impairment or death may have occurred in the past, may be occurring at present or may be likely to occur in the very near future.

# DETERMINING IMMEDIATE JEOPARDY

- The surveyors will gather information to address:
- Who: who was involved in the IJ situation: staff, individuals receiving care and services and others?
- What: what harm has occurred, is occurring or most likely to occur?
- When: when did situation first occur?
- Where: where did the potential/actual harm occur? Is it an isolated incident or an entity wide problem?
- Why: why did the potential/actual harm occur?

# IMMEDIATE JEOPARDY

- The identification and removal of IJ either psychological or physical, are essential to prevent serious harm, injury, impairment, or death for individuals
- Only one individual needs to be at risk
- Serious harm, injury, impairment or death does NOT have to occur
- Serious harm can result from either abuse or neglect
- Psychological harm is as serious as physical harm

# ISSUES/TRIGGERS FOR IMMEDIATE JEOPARDY

- Failure to protect from abuse
- Failure to prevent neglect
- Failure to protect from psychological harm
- Failure to protect from undue adverse medication consequences and or failure to provide medications as prescribed
- Failure to provide adequate nutrition and hydration to support and maintain health
- Failure to protect from widespread infections
- Failure to provide safety from fire, smoke and environmental hazards and or failure to educate staff in handling of emergency situations

# PLAN OF REMOVAL

- Immediate action is required to remove the immediate jeopardy and to subsequently correct the deficiencies
- A plan of removal (PoR) is the facility's plan to remove the level of severity (IJ) of the failed practice from resident(s) in the facility; it is not a Plan of Correction (PoC).
  - PoC - A facility has up to 30 days to complete all of the necessary actions.
  - PoR – The corrections are made very quickly to remove the immediate jeopardy as soon as possible.



# PLAN OF REMOVAL

- The information required for the PoR is:
  - Describe how and when the problem will be immediately corrected for the identified residents.
  - Assess to determine what immediate actions are necessary to remove the IJ situation
    - Ensure protected from harm while assess of the situation is in progress
  - Identification of total number of residents at risk for same failed practice
    - Taking steps to ensure those residents were not affected

# PLAN OF REMOVAL

- Describe the facility's plan for preventing the problem from occurring again.
  - Training of staff to ensure all have knowledge of care/actions required until POC is implemented
  - How staff will be informed of the plan.
- Describe how, and how often, the facility will monitor on an ongoing basis to ensure the plan is followed and is working.
- Explain who will be responsible for ensuring each step of the process is followed.

# FACILITY ALLEGATION THAT THE IMMEDIATE JEOPARDY HAS BEEN REMOVED

- This allegation must include:
  - Sufficient detail to demonstrate how and when the IJ has been removed.
  - The PoR does not mean that the deficiencies are corrected; the facility still has to develop and implement a plan of correction.

# CASE PRESENTATIONS

- 72 y/o white male with Alzheimer's dementia (AD). Pushes and strikes CNA 10:45 pm. At nurses station, resident would not leave from behind the desk.
- 86 y/o black male with AD grabs female resident and forces her out of his room.

# ASSESS, DIAGNOSIS, PLAN, IMPLEMENT AND EVALUATE

- Ensure safety
- Assess the level of severity, sense of urgency and assess the situation for causative factors
- Develop plan of removal
- Implement the plan
- Monitor
- Adjust