

Manitoba Health, Healthy Living & Seniors (MHLS) supports reporting and learning from patient safety events. The focus of a patient safety review is to closely look at the health care system that surrounds and interacts with those giving and receiving care. The goal is to identify risks to patient safety and recommend the most effective ways to minimize risk and improve the delivery of healthcare.

Patient Safety Learning Advisory

Aggressive Client Behaviour contributes to client harm

Summary:

A client with reactive and responsive behaviors entered another client's room and pushed the client. The client fell to the floor and sustained a scalp laceration that required suturing and overnight hospitalization for neurological observation.

Keywords: long term care facility, aggressive push

Device Name (if applicable):

Drug/Name/Fluid Name: (if applicable):

Type of Analysis: single event

Topic: Patient Protection

Findings of the Review:

The client with dementia displayed behavioral and psychological symptoms that led to unpredictable outbursts of aggression or exit-seeking.

Improved team communication and case management may have resulted in changes in the client's care plan that could have resulted in improved behaviour management.

Unit design and physical layout of the facility contributed to difficulty in supervising and monitoring wandering clients.

System Learning:

The use of an interdisciplinary method for person centered care such as Alzheimer society recommended "P.I.E.C.E.S." approach and framework may improve the care of these clients.

Staff education on behavioral and psychological symptoms of dementia is of value in assisting the team with the management and care of dementia associated disorders.

Enhancing communication between the direct care staff and the consulting Mental Health Resource Nurse may result in improved collaboration in care.

Addressing facility/environmental safety concerns such as corridor visualization, enhanced lighting and surveillance may provide opportunities to improve resident safety.

Date of Posting: October 2016