

Behavior Management Response Team

The Behavior Management Response Team (BMRT) assists Skilled Nursing Facilities in the management of acute behavioral incidents. The purpose of the BMRT is

- a) to provide cost contained crisis intervention
- b) to assess those factors which may have contributed to the behavioral crisis (human factor, environmental, situational or delivery of care antecedents) and
- c) to provide appropriate staff training and support to assist the facility to effectively implement forward looking behavior management strategies

Procedure:

When a resident presents with intractable behaviors which may result in harm to self or others, the BMRT may be contacted by the facility Administrator and/or the Director of Nursing. At this time, appropriate members of the Behavior Management Response Team will initiate a comprehensive resident review. This may include remote access review of the electronic medical record (EMR) and on-site resident assessment and/or staff interview. This enables the BMRT to:

- a) assess the specific needs of the resident and the facility
- b) request additional clinical assessment to rule out undiagnosed medical conditions
- c) provide recommendations for immediate crisis intervention and conflict resolution
- d) assess environmental, situational and delivery of care factors which may have contributed to the behavioral issues
- e) assess staff knowledge, skills and abilities related to effective behavior management
- f) assess existing behavior management systems, policies, procedures and protocols
- g) provide dementia care best practice training

Specific elements to be addressed by the Behavior Management Response Team may include any or all of the following:

- **Comprehensive Resident Assessment:** Resident Assessment evaluates those residents who present with identified behavioral issues, as well as those residents whose behaviors have the potential to require specific behavior management strategies. Resident assessment includes a review of the resident's medical condition and medication review, as well as an assessment of the environmental, situational and delivery of care factors which may be causally related to the behaviors.
- **Crisis Intervention and Conflict Resolution:** The Behavior Management Response Team assists in the care of residents whose behaviors present immediate harm to themselves or others. This may include medical assessment and intervention, medication review and revision, staff training, environmental adaptation, etc.
- **Behavior Management Systems Review:** Behavior Management Systems Review examines the specific systems the facility has in place to track and trend recurring and/

or escalating behaviors, root cause analysis protocols and other procedures utilized in the care of residents with recurring behaviors.

- **Environmental Assessment:** Environmental Assessment evaluates the extent to which the facility's physical environment may contribute to behavior based issues among residents. Lighting, glare, ambient noise, etc. may each be associated with challenging behaviors. In addition, the facility's operational procedures may also be examined to determine the role the internal operational systems play in creating behavior management situations. For example, room change procedures, change of shift dynamics, housekeeping routines/schedules etc. are each potential contributing factors which may be related to escalating behaviors.
- **Staff Assessment:** The manner in which multi-cultural staff interact with multi-cultural residents during the delivery of care may contribute to challenging resident behaviors. Staff assessment examines the knowledge, skills and abilities of staff related to effective behavior management – with a special focus on awareness of non-pharmacological approaches to care.
- **Staff Training:** Dementia Care Best Practice training provides staff with the knowledge, skills and abilities they need to identify, address and manage dementia based behavioral issues and to prevent such behaviors from escalating to events of crisis.
- **Antecedent Behavior Monitoring:** Antecedent Behavior Monitoring (ABM) systems are evaluated and recommendations offered to identify and address behavioral antecedents prior to escalation.

To contact the Behavior Management Response Team:

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Behavior Management Response Team Members:

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Physician position open at this time

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