How Did We Get Here?

Caring for the Young Adult Population

Frontline Leadership

Merrimack Country Nursing Home
THE OVERVIEW

Part 1. What type of residents are appropriate getting, Prescreening and beyond.

Part 2. Why your staff are set up to fail with this population.

Part 3. What to do with these residents when you have them.

The ISSUES

WHAT’S YOUR PROBLEM?

Who are we letting in?

Preadmission Screening
Pre Screening

Current Drug And Alcohol Addictions

What you Inherit

1 Dead, Facility Closed
Pre Screening

Traumatic Brain Injury

Bariatric Young Adult

THE OBSTACLE TO THIS POPULATION IS: RESIDENT RIGHTS

Psychologist

Nutritionist

Pre Screening

DON'T CREATE A VICTIM

Congenital Birth Defects
Why Do They Act This Way?

Perspectives
The Victim of an event

Aw world before

Entrapped in their own body

Perspectives
The Lifelong disabled

What she wouldn't do to keep her child happy
No matter how pleasant your staff, facility, you'll never be home & you'll never be mom.

MOM
Would it surprise you if they saw you as....

Progression to Independence

Dependence  Independence
Taking responsibility for decisions  Articulation of concepts & ideas  Learning to set priorities  Long term planning

Stuck Behaviors
Staff Manipulation

Webster’s: Exerting shrewd or devious influence especially for one’s own advantage

Goal of this manipulation: To attempt to control situations

What is Manipulation

Because you CARE

Staff Manipulation

Manipulation Amour

- Schedule
- Clear Staff Communication
- Clear Boundaries
- Staff Training
- Strong Teams

Guilt

Sending Stuff

Sugar Approach

Rumor Milling

Staff Manipulation

Facebook

Friending

MySpace

Emails

texting

CAUTION

SPAMING JOKES

That makes you (the caregiver) the perfect

What do these residents lack?

What is Manipulation

Because you CARE
Controlling behaviors
What do they attempt to control

- Medications
- Bath time
- Meal time
- Environment
- Staff
- Toileting

Pain
Lack of control in their life = Micromanagement in care

Seeking

Necessary Resources in your Community

- Pain Clinic
- Alcohol Anonymous
- Narcotic Anonymous
- Weight Watchers
- Individual & Group Therapy
- Community legal Aid
- Marriage Counseling
Generations in Conflicts

Draws a divide between residents

Music & Volume
Diet
Dementia
TV shows
Sleep Schedules
Decor
Electronics
Movies
Entertainment

Results?
What are the results of the residents that are difficult

Caregiver Burnout

Increased Risk
FBLA
Worker Comp.
Cancer

Loss of Ambition
Late Motivation
Deflated
Apathy

Sick
Loss of Ambition
Resentment
Apathy

Workers Comp.
Cancer
Termination
Cancer
Resignation
Cancer
Termination

WILSON!!!
Time for a break
What Is burnout in our field?

- Internal or external influences that lead to apathy and or anger in the work place
  - Is burnout a individual issue
  - Is burnout a facility issue

WARNING

The following information will not be fluffy, huggie, or bunnied up. It will not be the lily white, politically correct, approached with flowers and happy trees. This information is the real, stinky truth that is not at all politically correct. Burnout is devastating and a pervasive aspect of every career. It’s spreading among healthcare professionals and IT DESTROYS CAREGIVERS, FAMILIES AND FACILITIES. Buckle up peaches, the Captain has put on the seat belt sign.

Describe Burnout

- Losing value in your job/employer/team members/profession
  - Easily overwhelmed
  - Lacking dedication, commitment
  - Irritability, negativity, team cancer

Ultimately Burning Out results from expectations. Expectations that are real, perceived or we put on ourselves
How do we know?

Personal Burnout Factors

- 24 hour caregiver
- Boundaries (electronic mayhem)
- Unrealistic expectation of ourselves
Hit the Ground Running
Fresh out of school, very excited, enthusiastic, and DETERMINED to change the world.

Professional Burnout
Taking on the world, moving up, building reputation, gaining skills, taking on more!!

HITTING THE WALL!!!
Supervisor
Shopper
Nutritionist
Mechanic
Wife/Husband
Provider
Zoo Keeper
Accountant
Babysitter
Student
Dry Cleaner
Plumber
Shopper
Supervisor
Mechanic
Nutritionist
Provider
Wife/Husband
Mom/Dad
Maid
Educator
Peacekeeper
Gardener
Son
Daughter
Organizer
Volunteer
Laborer
Adviser
Therapist
Resident Expert
Reverse Role Parent
Painter

What are Our Red Flags?

- SUDS - Seemingly Unimportant Decisions
- Burning out is a class + kids++

Burnout Prevention Plan

A PLAN
Personal Responsibility At Work
What do you take to work?

- What is your role in burnout?
- Who do you hang with?
- Who are you listening too?

Bio Rhythm of Burnout

Bio Rhythm of Burnout
A Facility’s Contribution to Burnout

Workplace Frying Factors

Inequity
Also known as: Why Bother?
Results = Disengagement & going through the motions

How do we see this at our work?

Workplace Frying Factors

Micromanagement
Mechanized Policy = Mechanized performance
No innovation, no creativity
Leaders do not survive in this environment
Motivated Change Agents Burnout in this Environment
Manager Driven Facility

The Leader: One person comes up with the vision and the ideas. Highly favors POLICIES. Philosophy favors task masters, and micro-managers.


Leadership Driven

The Leader: Promotes change agents, innovators, the lighters of candles. RUDDER. Empowers ideas. Highly favors investment. Philosophy favors engagement of employees creating a culture of acceptance and change.


403.41 ▲ +4.91 (1.23%) See real-time quotes
402.65-0.76 (-0.19%) After hours
Open: 400.00 Day's Range: 399.68 - 404.50
Volume: 17.01 M Market Cap: 369.45 B
Workplace Frying Factors

Sometimes You Just Can't Do It All!

Own Your Acre!

Workplace Frying Factors

The Package

Awards/Phrase

Camaraderie

Salary

Family feel

Satisfaction

Safety & Security

Workplace Frying Factors

Moral Conflict

Ethics
Workplace Frying Factors

Community
Conflict

Positive reinforcement
Positive connections

Work well with others?
Social connections will retain many employees over money.

Environment warmth, comfort and acceptance

Why Prevent Burnout?

• Fall of Team
• Abuse and Neglect
  * Create an abuse profile
  * Find the common factors
  * Identify the precursors to abuse
  * Identify staff throwing you red flags.

Lori’s Algorithm

Importance of teams/teamwork
It was only a matter of a few feet, but as soon as Koss led his pilots in the risky maneuver, he realized he’d cut things “a bit too close.” No one was hurt, but safety is paramount in the Blue Angels. There is no room for error. A man with the high degree of honor and integrity that personifies Koss could do nothing else but resign.

“This maneuver, combined with other instances of not meeting the airborne standard that makes the Blue Angels the exceptional organization that it is, led to my decision to step down.”

Can you imagine?

Team Burnout

Young Adults need strong teams more than any other type of residents. Once the team begins to fail it will have Catastrophic results.

- Splitting
- Controlling
- Manipulation

Team Cancer Exercise
Keeping teams from Burnout

Goal Achievement
Success!!!

Job Mastery
Self Assured
Security

Team Stages
Boosters

Second Stage
New Goals
Tactical/Strategic
Fine Tuning

Team goals for a young adult unit
Increase Fall Prevention
Pain Score below a 3
80% Group Participation etc
Interventions to Keep a Team Strong
- Continuing Education
- Burnout Assessments
- 2 hrs off unit for team building activities

Multi-System Approach
- Con Ed
- Debrief
- Detection

A maintenance plan for staff

Continuing Education
1 hour per month

Relationship Building
Debrief Staff

- Quarterly informal sessions
- By team and varying times
- Food or attraction
- Tapping into the frustration of staff, sharing information on residences
- Provides topics for future continuing education, validates staff, gets everyone on same page...you're not alone

Detection not Deflection!

- These units are burnout factories
- Team approach to burnout is critical
- Staff to staff detection is key
- Supervisor to staff is late but still a safety net

The Fit

What Is Dear to you?

?
Break

Appropriate Recreation

Discussion

What is the focus of recreation programming in long-term care?
The Developmental Stages of Erik Erikson

Middle Adulthood: 35 to 55 or 65
Ego Development Outcome: Generativity vs. Self absorption or Stagnation
Basic Strengths: Production and Care

Now work is most crucial. Erikson observed that middle-age is when we tend to be occupied with creative and meaningful work and with issues surrounding our family. Also, middle adulthood is when we can expect to "be in charge," the role we've longer envied.

The significant task is to perpetuate culture and transmit values of the culture through the family (taming the kids) and working to establish a stable environment. Strength comes through care of others and production of something that contributes to the betterment of society, which Erikson calls *generativity*, so when we're in this stage we often fear inactivity and meaninglessness.
As our children leave home, or our relationships or goals change, we may be faced with major life changes—the mid-life crisis—and struggle with finding new meanings and purposes. If we don't get through this stage successfully, we can become *self-absorbed* and *stagnate*.

Significant relationships are within the workplace, the community and the family.

How can we provide purpose?

Peer Groups
- Knights of Columbus
- Rotary
- Kiwanis
- Shriners

Politics
- Veterans affairs
- American Legion

Support Group
THE HELLS ANGELS
Alabama Local Groups

Stroke Support Groups

Peer Recovery Network

Car Clubs

Theme Based Activities

Nascar
Arts and Crafts w/ a twist

Cruise Theme

Dog Show
Budget Neutral

- Intramural Sports!!
- Events Sponsorship by team
- Life Story
- Local Teams/Events
- GED/other academic pursuits

FREE

Volunteerism

The need to nurture

- Raising money for ASPCA
- Investment
- Hatching ducklings
- Politics
- Town offices
- Speaking at schools
- Coordinate volunteer groups
- Adopt a child for Christmas

The Role of Electronics

Separate server!

IT?
Lights, Camera, Action..Exercise

- The feel of contact with family
- Control over multistep project
- Positive reinforcement of their environment
- Life Story Project

Reminiscent Therapy
Not Just for Elderly

What is the key to good reminiscence therapy?

What do we reminisce about?
Above all GET THEM OUT!

- Concerts
- Movies
- Fairs
- Sports events
- Fishing
- Homecoming
- Shopping
- Restaurants
- Church

THANK YOU