

Defining crisis concerning nursing home residents with dementia and challenging behavior in the perspective of stakeholders

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Background

To provide high quality, patient-centered care, it is important to understand when and why a situation concerning challenging behavior of nursing home residents with dementia is experienced as a crisis. Also, a definition of crisis is needed for the development of adequate interventions and improvement of interdisciplinary team work.

" We as a team and myself in particular concerned the fact that other residents were in danger as the worst and greatest crisis. That they were not feeling safe anymore in their own home."



Relevant (sub) themes according to crisis

BEHAVIOR

nature, severity, frequency, continuity, unpredictability

INTERVENTIONS

limited/no effect, no treatment options left, need for physical restraints, compulsory medication needed

SAFETY

NH-resident is a danger to him/herself, Other NH-residents are feeling unsafe, Other NH-residents are in physical danger/injured, Nursing team (NT) is feeling unsafe, NT is in physical danger/injured

PSYCHOLOGICAL IMPACT

NH-resident is suffering, emotional wellbeing NT, powerlessness NT, emotional wellbeing NT

BURDEN

NT experiences physical burden, drop out/ too few staff, resistance of NT to take care of the NH-resident, NH-resident needs a lot of care, NT raises alarm

Aims

- Identify relevant elements of crisis concerning NH-residents with dementia and challenging behavior from the perspective of different stakeholders.
- Develop a definition of crisis concerning NH-residents with dementia and challenging behavior based on the opinion of these stakeholders.

Methods

- Qualitative study, part of the WAALBED (WAAL-Behavior-in Dementia)-III study.
- Included cases: 7 NH residents with dementia having severe challenging behavior from 7 NHs in the Netherlands.

Interviews

- Face-to-face, semi-structured in-depth interviews with stakeholders: relatives, physicians, psychologists, team leaders, vocational nurses specifically assigned to the resident, other nurses (N=6 per case).
- Multidisciplinary focus group-interviews (N=1 per case).
- Crisis was one of the topics in the interviews with the following questions:
 - Do you think there is/was a crisis situation?
 - If so, what makes it a crisis situation?
- Thematic analysis including direct content analysis was performed.

Questionnaire

- A questionnaire was developed based on the results of the interviews and distributed among 70 elderly care physicians (ECPs) (in training). Respondents were asked to rank the main themes and subthemes that were identified in the interviews.
- Custom tables (SPSS 22) were used to generate frequency tables and graphics of the data in the questionnaire.

Theme	Relevance for definition N = 46					Indispensable for definition N = 48
	Most important	2nd choice	3rd choice	4th choice	Least important	
Behavior	5	9	9	13	10	45/48 (94%)
Safety	39	6	1	0	0	45/48 (94%)
Interventions	0	3	6	13	24	39/48 (81%)
Psychological impact	2	19	16	6	3	39/48 (81%)
Burden	0	9	14	14	9	43/48 (90%)

Results

- 5 main themes of crisis related factors were identified from interview data, see overview.
- The 48 respondents of the questionnaire found all themes indispensable for a definition of crisis. Safety was ranked as the most important theme, see table.
- All stakeholders spontaneously put the factors they mentioned in the perspective of the stakeholder who was, in their view, affected by that factor.

Conclusion

Our study shows that the themes behavior, safety, interventions, psychological impact and burden are considered relevant and even indispensable in a definition of crisis in NH-residents with dementia and challenging behavior. Further, it appeared important to distinguish for which stakeholder a factor is relevant. After presenting the questionnaire to other groups of stakeholders a definition of crisis could be formulated.