

Resident-related – Triggered

Home Name:

Inspection Number:

(hard copy use only)

Date:

Inspector ID:

Definition / Description**Responsive Behaviours:**

Behaviours that often indicate:

- an unmet need in a person, whether cognitive, physical, emotional, social, environmental or other, or
- a response to circumstances within the social or physical environment that may be frustrating, frightening or confusing to a person (Reg., s. 1) LTCHA.

Use

This is a resident-related triggered IP, used to review responsive behaviours during the annual inspection of the LTC home for a sampled resident who is exhibiting:

- physically or verbally abusive behaviours
- socially inappropriate or disruptive behaviours
- resistance to care
- psychosocial adjustment difficulties
- symptoms of depression
- presence of delirium or
- no improvement or relief in symptom management with psychotropic medications.

The inspector may also select and complete this IP when a concern(s) related to responsive behaviours is raised while conducting any type of inspection.

The inspection focuses on the licensee's obligation to develop and ensure that residents with responsive behaviours have:

- Written approaches to care including: screening protocols, assessment and reassessment
- Behavioural triggers identified, where possible
- Documented interventions and strategies implemented.

Procedure

Each section within this IP contains statements that provide guidance to the inspector in the collection of information and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

This IP contains two (2) parts:

- Part A: Resident Risk and Care Outcomes
- Part B: Contributing Factors

During the Annual Inspection:

1. The inspector(s) will complete one (1) IP for each selected resident.
2. All applicable questions in Part A must be completed unless not applicable to the specific resident's condition.
3. If non-compliance is identified in Part A, the inspector(s) will proceed to Part B and complete the applicable questions.
4. If there is no non-compliance identified in Part A, Part B is not required to be completed unless other concerns related to responsive behaviours have been identified.
5. The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

PART A: Resident Risk and Care Outcomes
Initial Record Review
Relevant documents for review include:

MDS assessment:

- Section B (cognitive patterns) – e.g. B6 (change in cognitive status)
- Section E (mood and behaviour patterns) – e.g. E4 (behavioural symptoms), E5 (change in behavioural symptoms)
- Section F (psychosocial well-being) – e.g. F2 (unsettled relationships, F3 past roles)
- Section I (disease diagnoses) – e.g. I1 neurological, psychiatric/mood
- Section J (health conditions) – e.g. J2 (pain symptoms), J3 (pain site), J4 (accidents): J4a fell in past 30 days; J4b fell in past 31 to 180 days, J5 (stability of conditions)
- Section O (medications) – e.g. O4a (antipsychotic), O4b (antianxiety), O4d (hypnotic)
- Section P (special treatments and procedures) – e.g. P1be (psychological therapy by any licensed mental health professional)
- Section P2 (intervention programs for mood, behaviour, cognitive loss)
- Section P4 (devices and restraints)
- Section P9 (abnormal lab values)

The history, physical assessment, physician orders, plan of care, progress notes, pharmacist reports, lab reports and any flow sheets, intake and output records, MAR and TAR.

			Information Gathering	
			Initial Record Review	
Notes				

Resident/Substitute Decision-Maker Interview

Interview the resident, family or responsible party to determine:

- Involvement in the development and awareness of the approaches set out in the plan of care, goals, and if interventions reflect needs and preferences
- Awareness of the medication regime, interventions, strategies and techniques used in the responsive behaviour program
- If treatment was refused, whether counselling on alternatives, consequences, and/or other interventions was offered.

			Information Gathering	
			Resident / SDM Interview	
Notes				

Staff Interviews

Interview staff on various shifts when concerns about responsive behaviours have been identified to determine:

- Whether staff identify the resident at risk for responsive behaviours
- Monitoring and knowledge of intended effect and potential adverse effects of psychotropic medications
- Knowledge of the plan of care relating to responsive behaviours
- Types of interventions that have been attempted related to responsive behaviours
- If the resident resists care interventions, how staff have been trained to respond.

			Information Gathering	
			Staff Interviews	
Notes				

Assessment

Determine whether the responsive behaviours assessment included, as appropriate:

- Potential and contributing factors
- Patterns of episodes, daily patterns or prior routines
- Type and frequency of physical assistance
- Environmental / risk factors or conditions that may contribute to responsive behaviours
- Type and frequency of staff support
- Implementation of appropriate measures related to the responsive behaviour; if treatment was refused or ineffective, whether other interventions were offered or implemented
- Medication use and effect on behaviour, and any potential adverse drug reactions.

			Information Gathering	
			Assessment	

Notes	
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No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have the behavioural triggers been identified for the resident demonstrating responsive behaviours?	r. 53 (4) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do staff and others involved in the different aspects of care collaborate with each other in the assessment of the resident so that their assessments are integrated, consistent with and complement each other?	s. 6 (4) (a)
Notes					

Plan of Care					
Review the plan of care to determine whether the plan is based upon the goals, needs, and strengths specific to the resident and reflects the comprehensive assessment. Determine whether the plan of care addresses: <ul style="list-style-type: none"> • Quantifiable, measurable objectives with reassessment timeframes • Resident-specific conditions, risks, needs, behaviours, medication and preferences • Interventions with clear instructions to guide the provision of care, services and treatment. 					
			Information Gathering		
			Plan of Care		
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the responsive behaviour plan of care based on an interdisciplinary assessment of the resident that includes: <ul style="list-style-type: none"> • mood and behaviour patterns • wandering • identified responsive behaviours • potential behavioural triggers, and • variations in resident functioning at different times of the day? 	r. 26 (3) 5
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the responsive behaviour plan of care based on an interdisciplinary assessment of the resident that includes psychological well-being?	r. 26 (3) 6
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the responsive behaviour plan of care based on an interdisciplinary assessment of the resident that includes drugs and treatments?	r. 26 (3) 17
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the plan of care set out clear directions to staff and others who provide direct care to the resident?	s. 6 (1) (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the resident, the SDM, if any, and the designate of the resident/SDM been given an opportunity to participate fully in the development and implementation of the plan of care?	s. 6 (5)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are staff and others who provide direct care to the resident, kept aware of the contents of the plan of care and have convenient and immediate access to it?	s. 6 (8)
Notes					

Observations / Provision of Care

Observe the resident to determine whether staff:

- Recognize and assess potential signs and contributing factors relating to responsive behaviours
- Implement interventions consistent with resident needs and condition
- Seek alternatives to assist the resident when interventions are not effective
- Responds to responsive behaviour episodes appropriately.

			Information Gathering
			Observations / Provision of Care
Notes			

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are there written approaches to care developed to meet the needs of the residents with responsive behaviours that include: <ul style="list-style-type: none"> • screening protocols • assessment • reassessment, and • identification of behavioural triggers that may result in responsive behaviours, whether cognitive, physical, emotional, social, environmental or other? 	r. 53 (1) 1
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do the written strategies include techniques and interventions, to prevent, minimize or respond to the responsive behaviours?	r. 53 (1) 2
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the resident with responsive behaviours been referred to specialized resources where required?	r. 53 (1) 4
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have strategies been developed and implemented to respond to the resident demonstrating responsive behaviours, where possible?	r. 53 (4) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are direct care staff advised at the beginning of every shift of each resident whose behaviours, including responsive behaviours, require heightened monitoring because those behaviours pose a potential risk	r. 55 (b)

				to the resident or others?	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the care set out in the plan of care provided to the resident as specified in the plan?	s. 6 (7)
Notes					

Administration of drugs

No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the resident receive only drugs that are prescribed for the resident?	r. 131 (1)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are drugs administered to the resident in accordance with the directions for use specified by the prescriber?	r. 131 (2)
Notes					

Residents' drug regimes

No.	Yes	No	N/A	Question	Act/Reg.
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are appropriate actions taken in response to any medication incident involving a resident, and any adverse drug reaction to a drug or combination of drugs, including psychotropic drugs?	r. 134 (b)
Notes					

Monitoring/ Evaluation/ Revision

Determine whether the staff have been monitoring the resident's response to interventions and have evaluated and revised the plan of care based on the resident's response, outcomes, and needs.

Both the RAI outcome scale and the quality indicators are evidence of the care intervention effectiveness.

				Information Gathering	
				Monitoring / Evaluation/ Revision	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the needs of the resident with responsive behaviours met by monitoring and internal reporting protocols?	r. 53 (1) 3
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do the actions taken to meet the needs of the resident with responsive behaviours include: <ul style="list-style-type: none"> • assessment • reassessments • interventions, and • documentation of the resident's responses to the interventions? 	r. 53 (4) (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the resident reassessed and the plan of care reviewed and revised at least every six months and at any other time when the resident's care needs change or care set out in the plan is no longer necessary?	s. 6 (10) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If the resident is being reassessed and the plan of care is being revised because care set out in the plan has not been effective, have different approaches been considered in the revision of the plan of care?	s. 6 (11) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
22.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions are documented?	r. 30 (2)
Notes					

Residents' drug regimes

No.	Yes	No	N/A	Question	Act/Reg.
23.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there monitoring and documentation of: <ul style="list-style-type: none"> the resident's response, and the effectiveness of the drugs appropriate to the risk level of the drugs? 	r. 134 (a)
Notes					

PART B: Contributing Factors
(Complete applicable questions if non-compliance is identified in Part A)

No.	Yes	No	N/A	Question	Act/Reg.
24.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the program and services: <ul style="list-style-type: none"> integrated into the care that is provided to residents with responsive behaviours? based on the assessed needs of residents with responsive behaviours? co-ordinated and implemented on an interdisciplinary basis? 	r. 53 (2) (a) and (b) and (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
25.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the responsive behaviour program developed and implemented in accordance with evidence-based practices or, if there are none, prevailing practices?	r. 53 (3) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
26.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the responsive behaviour program being evaluated annually and updated in accordance with evidence-based practices or prevailing practices?	r. 53 (3) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
27.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there a written record relating to each evaluation that includes:	r. 53 (3) (c)

				<ul style="list-style-type: none"> • date of the evaluation • names of the persons who participated • summary of the changes made and • date that those changes were implemented? 	
Notes					

Altercations and other interactions between residents

No.	Yes	No	N/A	Question	Act/Reg.
28.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are steps taken to minimize the risk of altercations and potentially harmful interactions between residents by identifying and implementing interventions?	r. 54 (b)
Notes					

Behaviours and altercations

No.	Yes	No	N/A	Question	Act/Reg.
29.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are procedures and interventions developed and implemented: <ul style="list-style-type: none"> • to assist residents and staff who are at risk of harm or who are harmed as a result of a resident's behaviours, including responsive behaviours, and • that minimize the risk of altercations and potentially harmful interactions between and among residents? 	r. 55 (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
30.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all medication incidents and adverse drug reactions documented, reviewed and analyzed?	r. 135 (2) (a)
Notes					

Training

No.	Yes	No	N/A	Question	Act/Reg.
31.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are direct care staff provided with training in mental health issues, including caring for persons with dementia?	s. 76 (7) 2
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
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32.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are direct care staff provided with training in behaviour management?	s. 76 (7) 3
Notes					

Policies to be followed

No.	Yes	No	N/A	Question	Act/Reg.
33.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that any plan, policy, protocol, procedure, strategy or system instituted or otherwise put in place is: a) in compliance with and is implemented in accordance with all applicable requirements under the Act, and b) complied with?	r. 8 (1) (a) (b)
Notes					

General Requirements for Programs

No.	Yes	No	N/A	Question	Act/Reg.
34.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure for each organized program required under sections 8 to 16 of the Act and section 48 of the regulation, that there is a written description of the program that includes its: <ul style="list-style-type: none"> • goals and objectives • relevant policies, procedures, protocols • methods to reduce risk • methods to monitor outcomes, and • protocols for referral of resident to specialized resources where required? 	r. 30 (1) 1
Notes					

Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care/services areas. When this occurs, the inspector will document reason(s) for further inspection in Ad Hoc Notes, select and complete other relevant IPs related to Responsive Behaviours, for example:

- Admission Process
- Continence Care and Bowel Management
- Critical Incident Response
- Dignity, Choice and Privacy
- Falls Prevention
- Infection Prevention and Control
- Medication
- Minimizing of Restraining
- Nutrition and Hydration

- Pain
- Personal Support Services
- Prevention of Abuse, Neglect and Retaliation
- Quality Improvement
- Reporting and Complaints
- Safe and Secure Home
- Skin and Wound Care
- Sufficient Staffing
- Training and Orientation