

E-Learning course: Challenging Behaviour

This mandatory course is intended as an introduction for all staff about challenging behaviour and the type of strategies that can be put into place to prevent and when necessary respond to these incidents. The course will take approximately one hour to complete. Access is through the SA Health intranet [Safety and Quality eLearning Courses](#) page, and through <http://digitalmedia.sahealth.sa.gov.au>

An Introduction to Preventing and Responding to Challenging Behaviour

Intended audience
This course is intended as an introduction to all staff on what is challenging behaviour and the type of strategies that can be put in place to prevent, and when necessary respond to these incidents.

How long will the course take?
The course will take approximately 1 hour to complete. You don't have to complete the course in one go. Your progress is recorded for your next visit. You are required to complete the assessment questions to go on to the next section.

Prevention
What can be done to prevent or reduce the chance of incidents occurring?
Consumer centred care
Provide consumer centred care and respect consumers' health care rights.
Health systems design
Improve the health care environment and the order, flow and efficiency of the health care.
Staff knowledge and skills
Build on individual and teamwork skills and knowledge.
This section describes these strategies in more detail.

Consumer and staff perspectives

"It was a very worrying time for us and we didn't know what to expect ... but we were respected and listened to and this made the difficult times easier."

"We treat the patients and their family as we would want to be treated. We've worked with the team and consumers to improve the systems and procedures to make things run better for everyone."
Lynne, Registered Nurse

Sample pages from the new course

Core elements of the course

What is challenging behaviour?

- > Causes – triggers
- > Intrinsic and extrinsic factors
- > Where and when does it occur
- > High risk settings and high risk times

Prevention

- > Patient-centred care
- > Health system design
 - Improving physical spaces
 - Improving workflow
 - Improving the patient journey
- > Staff knowledge and skills
 - Predicting and preparing
 - Teamwork and communication
 - Worker health, safety and wellbeing
 - Safety culture
 - Education and training

Core communication skills – 7 steps

Stages of an incident – actions

- > Early intervention
 - Screening and assessment
 - Observation and monitoring
 - De-escalation
 - Providing best care
- > During an incident
 - Stepped response
 - Minimising restrictive practices
- > After an incident – recovery and improvement
 - Immediate actions
 - Reporting
 - Debrief
 - Review, monitor and improve

For more information

Safety and Quality Unit

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www.sahealth.sa.gov.au/challengingbehaviourstrategy

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