



Understanding Challenging Resident Behavior

October 8, 2020

2:45 pm—4:00 pm

Webinar

All behavior has meaning. Understanding the meaning behind behavior and behavioral triggers are key-elements of resident-centered care delivery. Critical thinking, situational awareness, and effective and timely communication support continuity of care.

This presentation addresses types of behaviors, internal, external and caregiver triggers and strategies to proactively recognize and respond to changing behaviors. Strategies for creating a sense of well-being and a therapeutic milieu are discussed.

Learning Objectives:

- Define types of behaviors and contributing behavioral triggers
- Identify key elements of a culture of safety
- Describe staff competencies for proactive recognition and response for challenging behavior

Speaker:

- * Cyndi Siders, RN, MSN, DFASHRM, CPHRM, CPPS, CWCA , Executive Consultant, Risk Management & Patient Safety , Vaaler

***Continuing Education:** Application is being made to the following agencies: MN Board of Nursing, MN BENHA, & MN Board of Social Work. The # of CEU's will be indicated on the certificate of attendance provided to each participant who attends the session. To check on final hours awarded, please contact the Medi-Sota office.*

Registration Fees

Medi-Sota Members: Free

Non-Medi-Sota Members: \$ 100/ Person

REGISTER NOW AT <https://medi-sota.org/main/index.php/education/workshop-calendar/event/328-understanding-challenging-resident-behavior>

Prior to the program, you will receive an email with instructions on how to connect. Registration Deadline: October 7, 2020 by 5 pm this ensures all registrants will receive connection instructions & any class material in a timely manner.

If you should have any questions or do not receive a confirmation email, contact

Jennifer Gearman at 320-769-2269 or at jgearman@medi-sota.org

Medi-Sota, Serving Rural Health

Cancellations must be made no later than 10 business days prior to the start of the course. The full course fee will be charged if cancellation is made in less than 10 business days. Full refunds will be given for all classes cancelled by Medi-Sota. Registration is transferable to another person.