

# NON-DRUG INTERVENTIONS IMPROVE RESIDENT QUALITY OF LIFE

Cause Map

## "Awakenings" Program Decreases Use of Antipsychotics

Awakenings began as a pilot in 2009 at a Minnesota nursing home. Over six months through behavioral therapy, collaboration of the entire nursing home team (which included the maintenance, recreational and dining teams) and consultation with a psychiatrist, off-label use of antipsychotics was eliminated. The nursing home went from a very sedate, quiet place to a much livelier setting in which many residents were engaging in balloon volleyball.

"Long-term antipsychotic use masks behavioral symptoms rather than addressing them. Awakenings discovers unmet needs that often trigger behavioral symptoms and addresses the triggers with non-pharmacological care techniques. This is done in collaboration with a physician to reach the optimum balance and benefit of non-pharmacological and biomedical approaches."  
- From the Awakenings website at: <http://www.ecumenawakenings.org/>

### 1 Problem

What  
When

Problem(s)  
Date  
Different, unusual, unique

Where

Facility, site  
Unit, area, equipment  
Task being performed

Impact to the Goals

<b>Resident Safety</b>	Increase in risk of death Increased risk of falls
<b>Resident Services</b>	Use of antipsychotics not effectively re-evaluated

Frequency

Overuse of antipsychotic drugs
2009 to present
Residents prescribed drugs temporarily; never taken off
Mankato, MN
Memory care facility & nursing home
Care for residents with Alzheimer's/dementia

Antipsychotics prescribed for nearly 300,000 nursing home residents nationally
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### 2 Analysis

More Detailed Cause Map - Add detail as information becomes available.

### Solutions

The nursing home team consulted with experts to begin weaning patients off the antipsychotics. The Awakenings process then addressed the behaviors being treated with the medication. For each resident, both the medical and personal history is taken into account while developing a care strategy. The care strategy is distributed to the entire care team, including housekeepers and cooks. The care strategy uses as many non-medication-based interventions as possible - and addresses all of the resident's five senses. Some of the strategies include balloon volleyball, massage, aromatherapy and white noise. For those familiar with the Plan-Do-Check(Study)-Act, this is the "Plan" step.

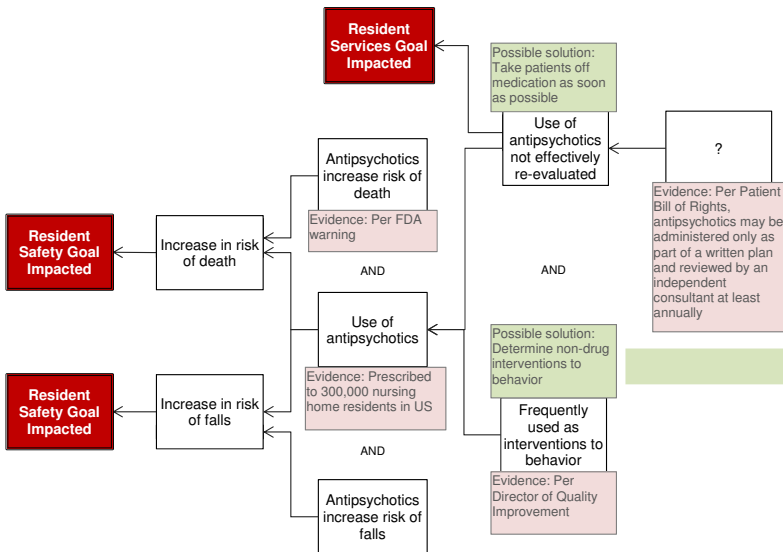
The care plan is implemented by all staff (Do) and all staff participate in observation and assessment to monitor problem behaviors or other issues (Check/ Study). When issues do arise, the care plan is adjusted - whenever possible, without use of additional medication (Act).

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

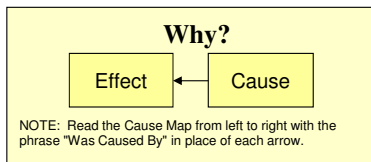
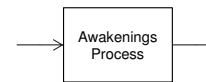
### CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis

Step 1	<b>Problem</b>	What's the Problem?
Step 2	<b>Analysis</b>	Why did it happen?
Step 3	<b>Solutions</b>	What will be done?



### Work Process



For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.



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