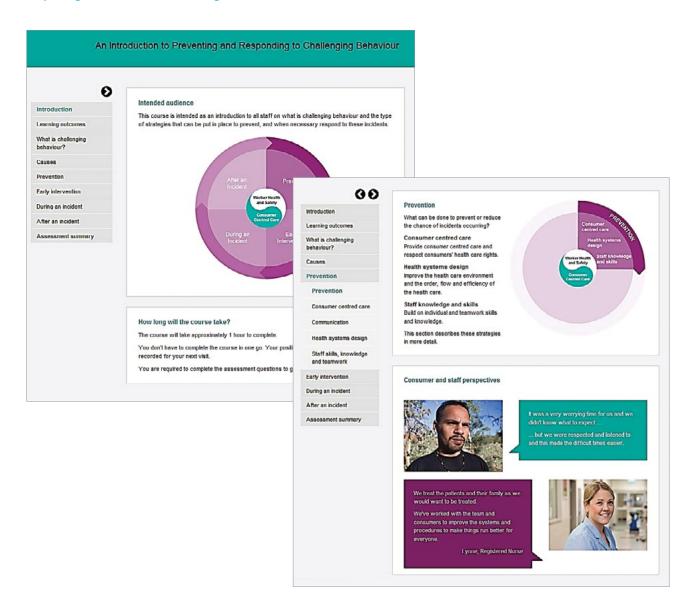
E-Learning course: Challenging Behaviour

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



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 Telephone: (08) 8226 6244

www.sahealth.sa.gov.au/challengingbehaviourstrategy

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