

Humane and Comprehensive Management of Challenging Behaviour in mental health services: a new instrument measuring staff competence

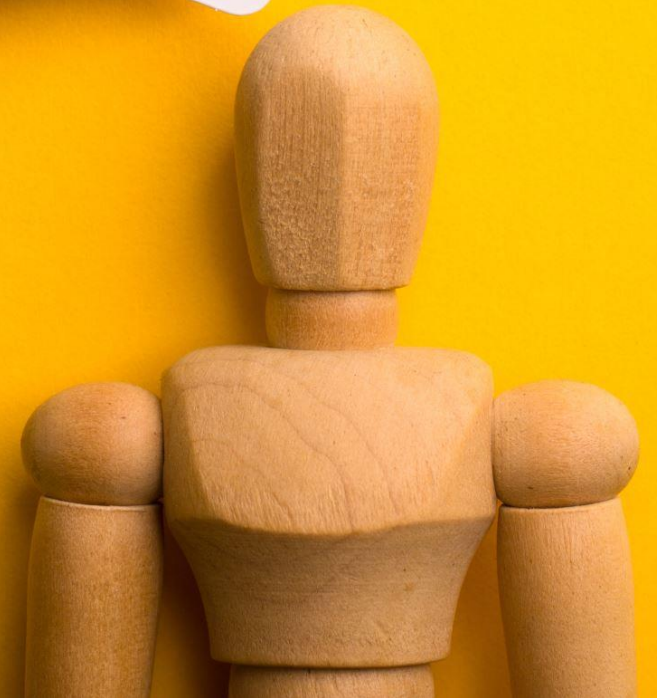
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Background:

- Question of effectiveness of interventions enhancing staff competence to manage patients' challenging behaviour
- Previous instruments measure the competence unilaterally
- No definition for confidence or comprehensive competence

(Tölli, S.; Kontio, R.; Partanen, P.; Häggman-Laitila, A. A quantitative systematic review of the effects of training interventions on enhancing the competence of nursing staff in managing challenging patient behaviour. J. Adv. Nurs. 2017, 73, 2817-2831.)



Item generation:

- Tölli, S.; Kontio, R.; Partanen, P.; Häggman-Laitila, A. Patient safety and staff competence in managing challenging behavior based on feedback from former psychiatric patients. *Perspect. Psychiatr. Care* 2020, 56, 785-796
- former psychiatric patients' experiences of the behaviour management that staff utilized during their hospitalization
- What kind of competencies do staff need when managing patient challenging behaviour?
- -> items concerning humanity, knowledge, and ethical sensitivity

Item generation

- Tölli, S.; Kontio, R.; Partanen, P.; Häggman-Laitila, A. Conceptual framework for a comprehensive competence in managing challenging behaviour: The views of trained instructors. J. Psychiatr. Ment. Health Nurs. 2021, 28, 692–705.
- experiences of trained Management of Actual or Potential Aggression (MAPA) instructors in UK and in Finland
- Conceptual framework of comprehensive competence in managing challenging behaviour was provided

Definitions:

Competencies needed to manage challenging behaviour

- Staff needs to be knowledgeable about the precipitating factors that could lead to challenging behaviour, along with key legislation and ethical principles to support autonomy and protect the human rights of service users. They need confidence, ethical sensitivity, and decision-making skills and they should be able to form therapeutic relationships with people in distress, which includes effective communication to provide compassionate and person-centred care. Safe and evidence-based physical restrictive measures are to be applied in a respectful way as a last resort.

Confidence in behaviour management

- The ability to support people in distress by applying the least restrictive verbal and/or physical measures in a compassionate way, while maintaining self-awareness and self-control.

Scale development:

- an initial item pool ($n = 155$) was created -> reduced to 77 items using VAS scale
- content validity index (CVI) was evaluated by a panel of nine experts -> eight items were removed
- -> One item was added = 70 items
- -> two grouped statements of existing items of Knowledge and Organizational culture were formulated (Likert scale)

Face validity

- in November 2020 on a voluntary group of 23 Finnish MAPA instructors working in health and social care with people who display challenging behaviours
- -> the two items related to pharmaceutical care and the seven items related to physical restraint were grouped together as optional items, only to be completed if they were relevant to the respondent's work.
- -> one item related to the support that staff needs when dealing with the emotional burden caused by challenging behavior was added and placed onto grouped statements of Organizational culture = 71 items

71 items

Sub-Scale	Content and Scale	Remarks
Background questions (n = 15)		
Preventing and facing challenging behavior (n = 24)	<ul style="list-style-type: none"> • knowledge (n = 10) Likert • skills (n = 10) VAS • attitude (n = 3) VAS • confidence (n = 1) VAS 	Two optional items (14 and 15) related to medication: these are chosen if medical treatment is part of the participant's work.
Managing challenging behavior (n = 17)	<ul style="list-style-type: none"> • skills (n = 2) VAS • attitude (n = 3) VAS • confidence (n = 4) VAS • ethical sensitivity (n = 6) VAS • organizational culture (n = 2) VAS 	Seven optional items (26–32) related to physical restraint: these are chosen if conducting physical restraints is part of the participant's work.
Teamwork (n = 7)	<ul style="list-style-type: none"> • teamwork (n = 6) VAS • attitude (n = 1) VAS 	The completed instrument may include 62, 64, 69, or 71 items based on the number of optional items that the participant answers
Organizational culture (n = 23)	<ul style="list-style-type: none"> • culture (n = 18) Likert and VAS • ethical sensitivity (n = 5) VAS 	

Testing the psychometric properties

- Participants: health or social care professionals (e.g., Registered Nurse, Occupational Therapist, or Bachelor of Social Services) with a Bachelor's degree who were studying in a Masters' degree Program at a university of applied sciences (N=233)
- Exploratory Factor Analysis

The Humane and Comprehensive Management of Challenging Behaviour (HCMCB)

- the tested version of HCMCB comprised **eight dimensions** (knowledge, skills, attitude, confidence, ethical sensitivity, teamwork, organizational culture, and leadership), demonstrated a **14-factor structure**, and included a total of 63 items
- The KMO values ranged from 0.651 (Knowledge) to 0.888 (Leadership), while the eigenvalues ranged from 1.105 (Person-centered care) to 5.449 (Supporting service-users' self-control).
- The calculated Cronbach's alpha values ranged from 0.535 (for three items of 'Best interest') to 0.939 (for two items of 'Debriefing'), while commonalities ranged from 0.209 (My organization offers supervision to deal with the emotional stress caused by service users' challenging behavior) to 0.790 (We conduct a debriefing conversation with the service user after every restrictive incident).
- The percentage of variance explained by the individual factors ranged from 58.866 (Self-control when restraining) to 11.511 (Safety management)
- The participants rated their individual competence higher than leadership and organizational culture

- A total of eight items were removed based on the EFA results, i.e., these items either showed weak correlations or did not load to any factor.
- Removed items:
 - Knowledge dimension (n=2): Other service users and restrictive environment may cause challenging behavior
 - Attitude dimension (n=1): I try to avoid the physical restraint if possible
 - Ethical sensitivity dimension (n=4): I evaluate the suitability of the restrictive measures from the perspective of the service user; I conduct physical restraints only when the service user injures themselves or others'; Physical restraint may be the most humane way to support a service user displaying challenging behavior; We evaluate the ethicality of restrictive practices in my unit
 - Organizational culture dimension measuring patient safety (n=1): Physical health is evaluated from the service users that are subjected to physical restraints

Examples of items:

Item	N	df	SS	MS	F	p	η^2	95% CI	Power
CONFIDENCE, VAS									
Self-control when restraining	121	2	10	8.85	1.37	0.803	0.772	2.943	58.866
-I can control my behaviour if I get provoked by service user's behaviour						0.632		0.411	
-I retain my self-control during restraint						0.88		0.63	
-I can calm myself after challenging situation						0.672		0.442	
-I am not afraid to conduct physical restraint if needed						0.574		0.33	
-I observe service users' vital signs during physical restraint						0.72		0.453	
ETHICAL SENSITIVITY, VAS									
Clarity of values	233	1	10	7.76	2.1	0.8	0.752	2.924	36.545
-The restrictions used in my unit do not cause conflicts among staff						0.643		0.473	
-My personal values do not conflict with the restrictions applied in my unit						0.717		0.547	
-Staff in my unit do not use restrictive measures to make their work easier						0.782		0.324	
-Staff in my unit do not make threats of unnecessary use of restraints						0.655		0.281	
Best interest	233	2	10	8.85	1.37	0.535		1.359	16.989
-It may be a neglect if I choose not to respond service user's challenging behaviour						0.477		0.271	
-There is nothing to hide with the restrictions I use, and they are ethically acceptable						0.403		0.321	
-I protect the privacy of service user if their behaviour compromises social norms						0.702		0.194	



- HCMCB is a useful tool for evaluating competencies, leadership, and organizational practices in the context of challenging behaviour.
- HCMCB should be further tested in various international contexts involving challenging behaviour with large samples and longitudinal design
 - Need for translations?

More details:



Article

Humane and Comprehensive Management of Challenging Behaviour in Health and Social Care: Cross-Sectional Study Testing Newly Developed Instrument

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