

## Gentle Persuasive Approaches (GPA) to address responsive behaviours in dementia care

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### PARTICIPANT QUOTES

“This course really helped me see how the patients feel on the unit.”

“After using some of the GPA techniques I learned in class, I was able to calm an agitated patient down. Later the patient asked me to go out to dinner and have a glass of wine. I told her we must do that someday. It was nice to use my training and make the patient happy.”

“The course is very useful. I did not know about the self-protective techniques to calm a person with responsive behaviours. Everyone should take this course”

### What is “Gentle Persuasive Approaches”?

Gentle Persuasive Approaches (GPA) is a quality care program that is case-based, interactive, and practical. It re-frames challenging behaviour to be interpreted as self-protective or responsive behaviour occurring as a result of unmet needs. It encourages staff to assess the meaning behind behaviour and work alongside the person with dementia.

GPA is evidence-based education designed for team members who care for older adults who display responsive behaviours associated with dementia. Four modules are completed which include interactive exercises, creative multimedia, and reflective learning.

### Why was GPA brought to North York General?

Many point-of-care health care staff have little or no training around responsive behaviours associated with dementia. Staff consistently report feeling vulnerable and at risk of injury if they have not been trained in respectful, non-violent, self-protection techniques.

In alignment with NYGH’s value of Patient and Family Centred Care (PFCC), and in recognition of the significant number of older adults treated at NYGH, the hospital’s senior leadership team supported bringing GPA education through trained coaches to hospital staff.

### Who is North York General’s in-house resource team?

Four staff members (authors of this poster) received off-site training to become Certified GPA Coaches. Training for coaches consisted of two full day training sessions. Coaches are required to have experience in dementia care, geriatrics and other related fields as well as teaching experience.

Senior leadership organized GPA training sessions for frontline staff, support staff, and management. The coach-led, full-day sessions took place in February and March 2015 on-site. A total of 111 staff members received GPA training.

North York General now has a diverse group of GPA champions!

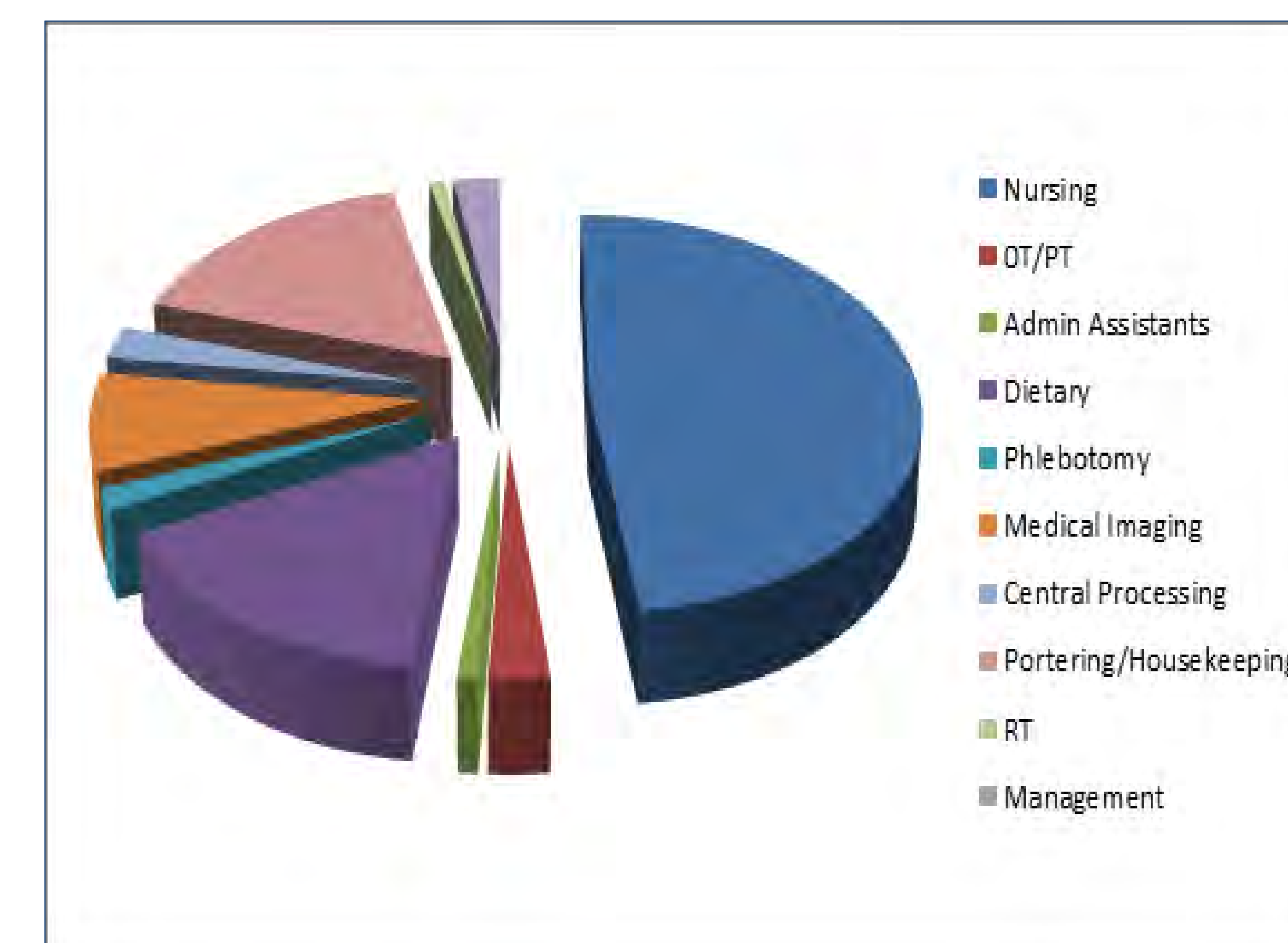
### How can our new knowledge help us?

747,000 Canadians were living with Alzheimer’s disease and other dementias in 2011; this number is expected to rise to 1.4 million by 2031. – Alzheimer’s Society of Canada.

Through participation in GPA training, the hospital leadership has empowered its staff to use a Patient and Family Centred Care approach to address responsive behaviours associated with dementia.

GPA champions can be found hospital-wide and can be utilized as experts in responsive behaviour management.

### 111 Participants



### Feedback

“Program needs to be mandatory because of the high elderly population.”

“All health care providers need to be trained the proper techniques of dealing with dementia.”

“This was valuable info that is practical.”

Overwhelmingly positive feedback with recurring theme that all NYGH staff be trained.

### Online Resources

GPA Program: <https://www.ageinc.ca>

Alzheimer’s Society: <http://www.alzheimer.ca>

