

Change Champions

“Whose Challenging Behaviours”

Professor Jenny Abbey

Friday 30th April 2010



Reconciliation

In keeping with the spirit of Reconciliation, I acknowledge the traditional owners of the land on which we are meeting today, and acknowledge the important role Indigenous people continue to play within our community

Death at home- too hard for families?





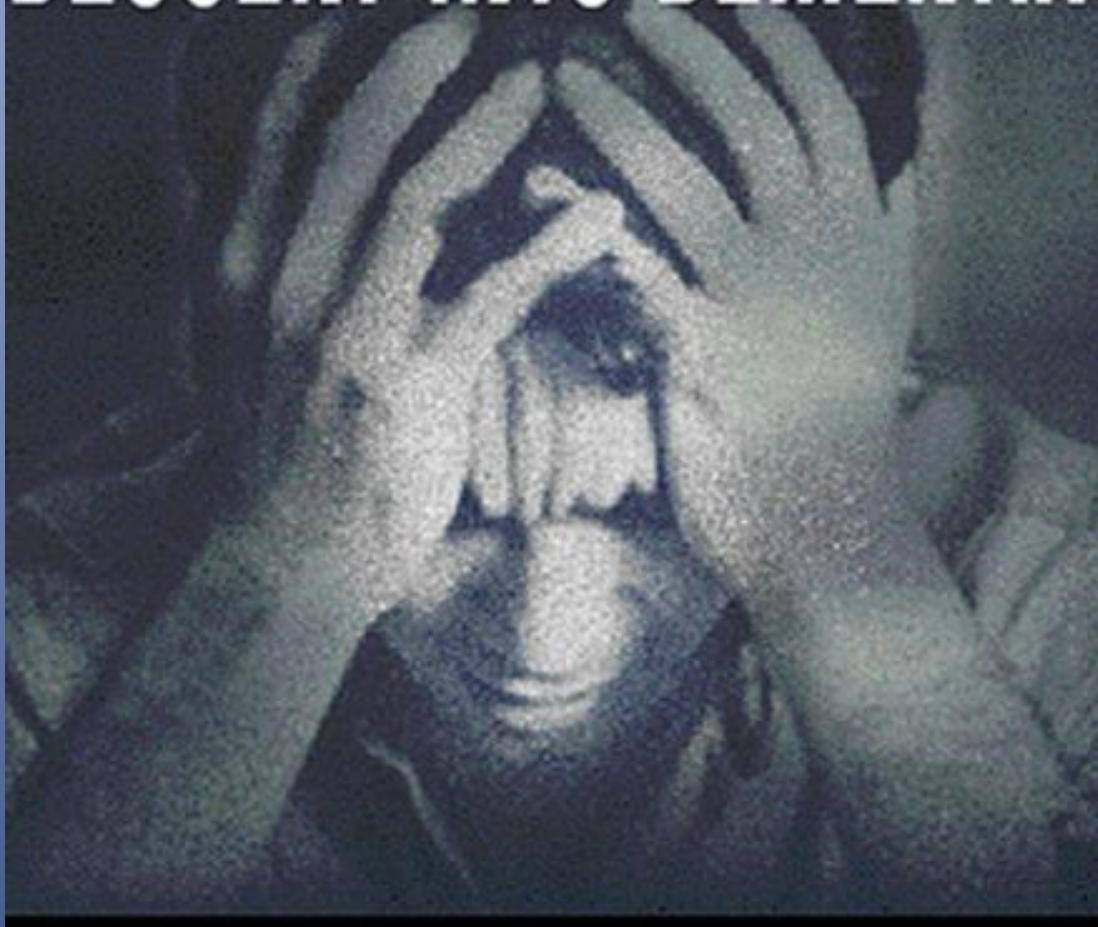
- *Complicated grief**
- *Staff burn-out**
- *Improving the journey to death**



The term ‘family’ means
‘those closest to the person in
knowledge, care and
affection’.



**...study suggests that there are
two conversation**



Complicated grief

Kristjanson, L., Lobb, E., Aoun, S., Monterosso, L. A systematic review of complicated grief, (2006), Department of Health and Ageing, Commonwealth of Australia

**..... enduring functional
impairments**

**.....unique disorder
deserving of specialized
treatment.”**

Burnout

C. Maslach, S. E. Jackson and M. P. Leiter. *Maslach Burnout Inventory manual*, Consulting Psychologists Press, Palo Alto (1996).

[1] J. Burke and E. Greenglass, A longitudinal study of psychological burnout in teachers. *Human Relations* 48 , C. Cherniss, Long-term consequences of burnout: An exploratory study. *Journal of Organizational Behavior* 13 , R. T. Lee and B. E. Ashforth, A longitudinal study of burnout among supervisors and managers: Comparisons between the Leiter and Maslach (1988) and Golembiewski et al. (1986) models. *Organizational Behavior and Human Decision Processes* 54 (1993), pp. 369–398. 'C. Maslach and D. Leiter. *The truth about burnout: How organizations cause personal stress and what to do about it*, Jossey–Bass, San Francisco (1998). S. J. Cameron, M. E. Horsburgh and M. Armstrong-Stassen, Job satisfaction, propensity to leave, and burnout in RNs and RNAs: A multivariate perspective. *Canadian Journal of Nursing Administration* 7 (1994), pp. 43–64. S. E. Jackson, R. L. Schwab and R. S. Schuler, Toward an understanding of the burnout phenomenon. *Journal of Applied Psychology* 71 (1986), pp. 630

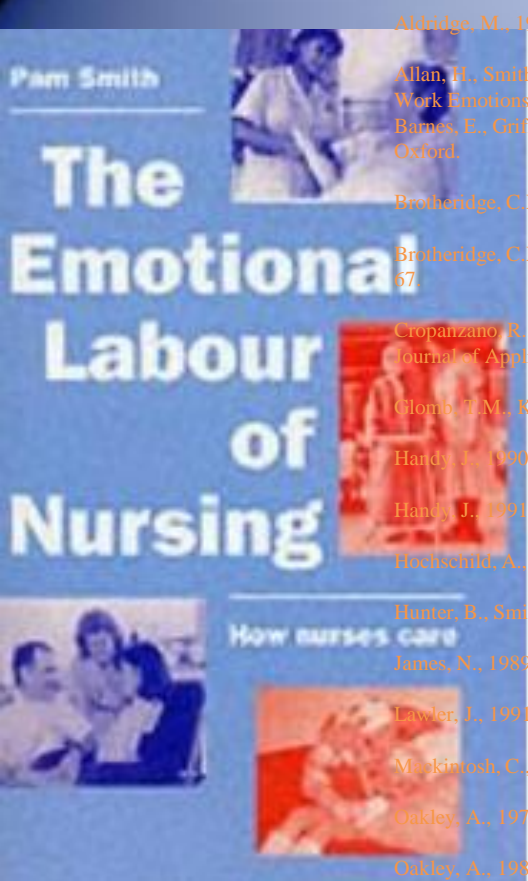


Table 1. Mortality among Partners within One Year after the Hospitalization of a Spouse in a Cohort of 518,240 Couples, According to Diagnosis.

Dementia	8.6%
Psychiatric disease	7.5%
Lung cancer	5.6 %
All other diagnosis	5.9%



Emotional labour



Abbridge, M., 1994. Unlimited liability? Emotional labour in nursing and social work. *Journal of Advanced Nursing* 20,722–728.

Allan, H., Smith, P., 2005. The introduction of modern matrons and the relevance of emotional labour: developing personal authority in clinical leadership. *Journal of Work Emotions and Organisations* 1 (1), 20–34.

Barnes, E., Griffiths, P., Ord, J., Wells, D. (Eds.), 1998. *Face to Face with Distress: The Professional Use of the Self in Psychosocial Care*. Butterworth-Heinemann, Oxford.

Brotheridge, C.M., Grandey, A.A., 2002. Emotional labor and burnout: comparing two perspectives of ‘people work’. *Journal of Vocational Behavior* 60, 17–39.

Brotheridge, C.M., Lee, R.T., 2002. Testing a conservation of resources model of the dynamics of emotional labor. *Journal of Occupational Health Psychology* 7, 57–67.

Cropanzano, R., Rupp, D.E., Byrge, Z.S., 2003. The relationship of emotional exhaustion to work attitudes, job performance and organizational citizenship behaviors. *Journal of Applied Psychology* 88 (1), 160–169.

Glomb, T.M., Kammeier-Mueller, J., Rotundo, M., 2004. Emotional labor demands and compensating wage differentials. *Journal of Applied Psychology* 89, 700–714.

Hardy, J., 2000. *Occupational Stress in a Caring Profession*. Avebury, Aldershot.

Hardy, J., 1991. The social context of occupational stress in a caring profession. *Social Science and Medicine* 32 (7), 819–830.

Hochschild, A., 1983. *The Managed Heart*. University of California Press, Berkeley.

Hames, B., Smith, P., 2007. Emotional labour – just another buzz word? *International Journal of Nursing Studies* 44 (6),859–861.

James, N., 1989. Emotional labour: skill and work in the social regulation of feelings. *Sociological Review* 37 (1), 15–42.

Lawler, J., 1991. *Behind the Screens: Nursing, Somology and the Problem of the Body*. Churchill Livingstone, London.

MacKinosh, C., 1998. Reflection: a flawed strategy for the nursing profession. *Nurse Education Today* 18, 553–557.

Oakley, A., 1974. *Housewife*. Penguin, Middlesex.

Oakley, A., 1981. Interviewing women: a contradiction in terms. In: Roberts, Helen (Ed.), *Doing Feminist Research*. Routledge and Kegan Paul, London.

Persaud, R., 2004. Faking it: the emotional labour of medicine. *British Medical Journal* 329, 87.

Saks, K., 1990. Does it pay to care? In: Abel, E., Nelson, M. (Eds.), *Circles of Care: Work and Identity in Women’s Lives*. SUNY Press, New York, pp. 111–136.

Savage, J., 1995. *Nursing Intimacy: An Ethnographic Approach to Nurse–Patient Interaction*. Scutari Press, London.

Smith, P., 1992. *The Emotional Labour of Nursing*. Macmillan, London.

Smith, P., 1999. Emotional labour and the politics of emotions and logging emotions: a logbook of personal reflections. *Soundings*, 11.

Smith, P., 2005. Participatory evaluation: navigating the emotions of partnerships. *Journal of Social Work Practice* 19 (2), 195–209.

Smith, P., Barnes, S., Jennings, P., 1998. The secret ingredient. *The Nursing Times* 94 (6), 32.

Smith, P., Lorentzon, M., 2005. Is emotional labour ethical? *Nursing Ethics* 12 (6), 638–642.

Smith, P., Lorentzon, M., 2007. The emotional labour of nursing. In: Spouse, J., Cox, C., Cook, M. (Eds.), *Common Foundation Studies in Nursing*, fourth ed. Elsevier, Edinburgh.

Staden, H., 1998. Alertness to the needs of others: a study of the emotional labour of caring. *Journal of Advanced Nursing* 27,147–156.

I remember on that day of rage



<http://www.dailymail.co.uk/health/article-1070673/Terry-Pratchett-Im-slipping-away-bit-time--I-watch-happen.html#ixzz0iVkyXZq>

A photograph of a single ripple in blue water, with the text "The first ripple in the journey" overlaid in orange. The ripple is centered in the upper half of the image, and the text is positioned below it, spanning across the middle and right side of the image. The background is a solid blue gradient.

The first ripple
in the journey



- John D. Fisk, B. Lynn Beattie, Martha Donnelly, Anna Byszewski and Frank J. Molnare, Disclosure of the diagnosis of dementia [Alzheimer's and Dementia Volume 3, Issue 4](#), October 2007, Pages 404-410

- **any remaining diagnostic uncertainty**
- **treatment options,**
- **future plans,**
- **financial planning,**
- **assigning power of attorney,**
- **wills and “living wills”,**
- **driving privileges**



Clinical Practice Guidelines And Care Pathways for People with Dementia Living in the Community 2008

Professor Jenny Abbey, Professor of Aged Care,
QUT and Northside Health Service District, Qld Health
Ms Elizabeth Palk, Snr Research Assistant, QUT
Ms Lynette Carlson, Clinical Nurse Advisor, Northside Primary and
Community Health, Qld Health
Dr Deborah Parker, Former Senior Research Fellow, QUT

Acknowledgement of Funding

This project was funded by a grant from the J.O. and J.R. Wicking Trust which is managed by ANZ Trustees.

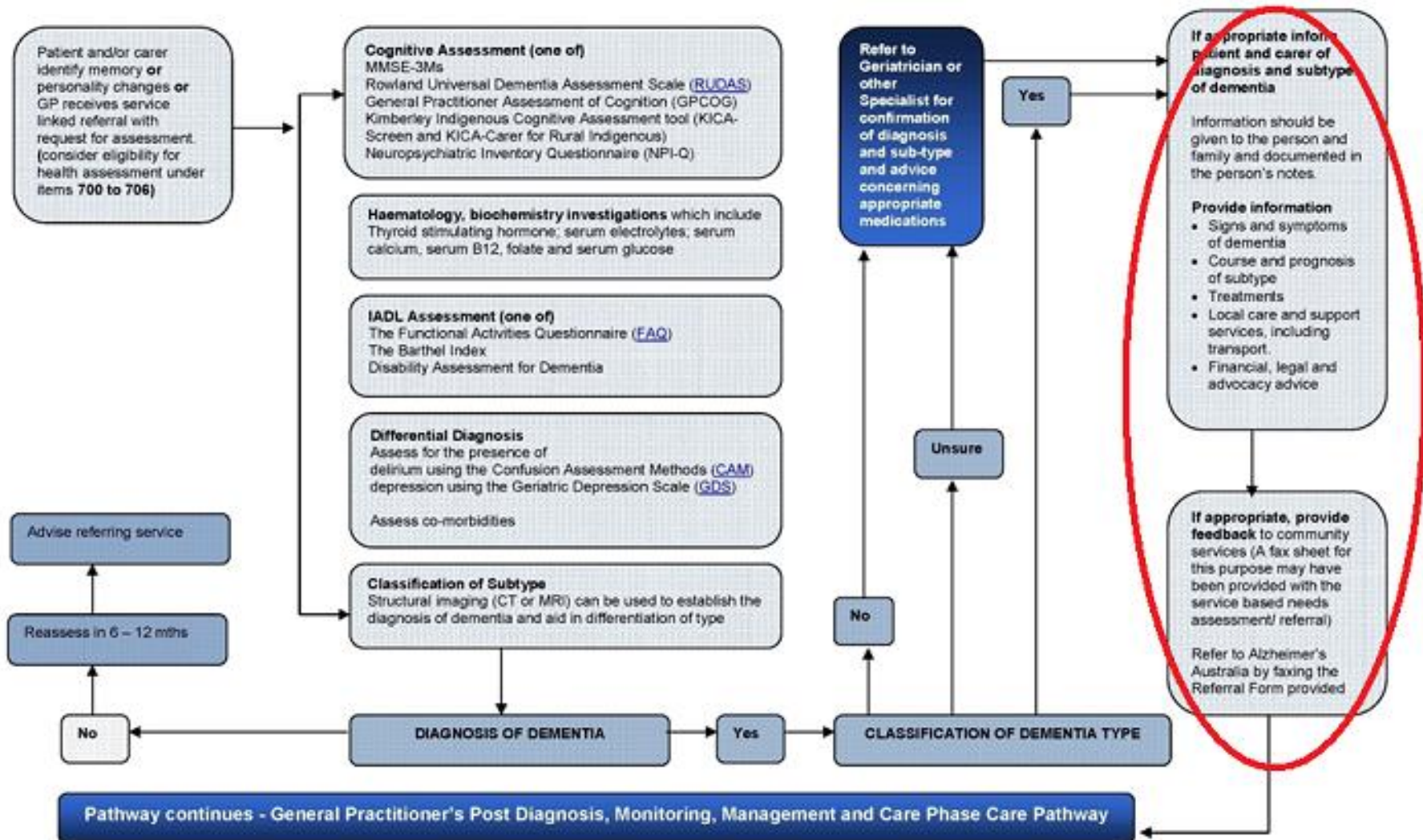
THE Wicking
TRUST
JO & JR Wicking Trust

It is also acknowledged that staff from the Home and Community Care Program in Queensland contributed to this project.

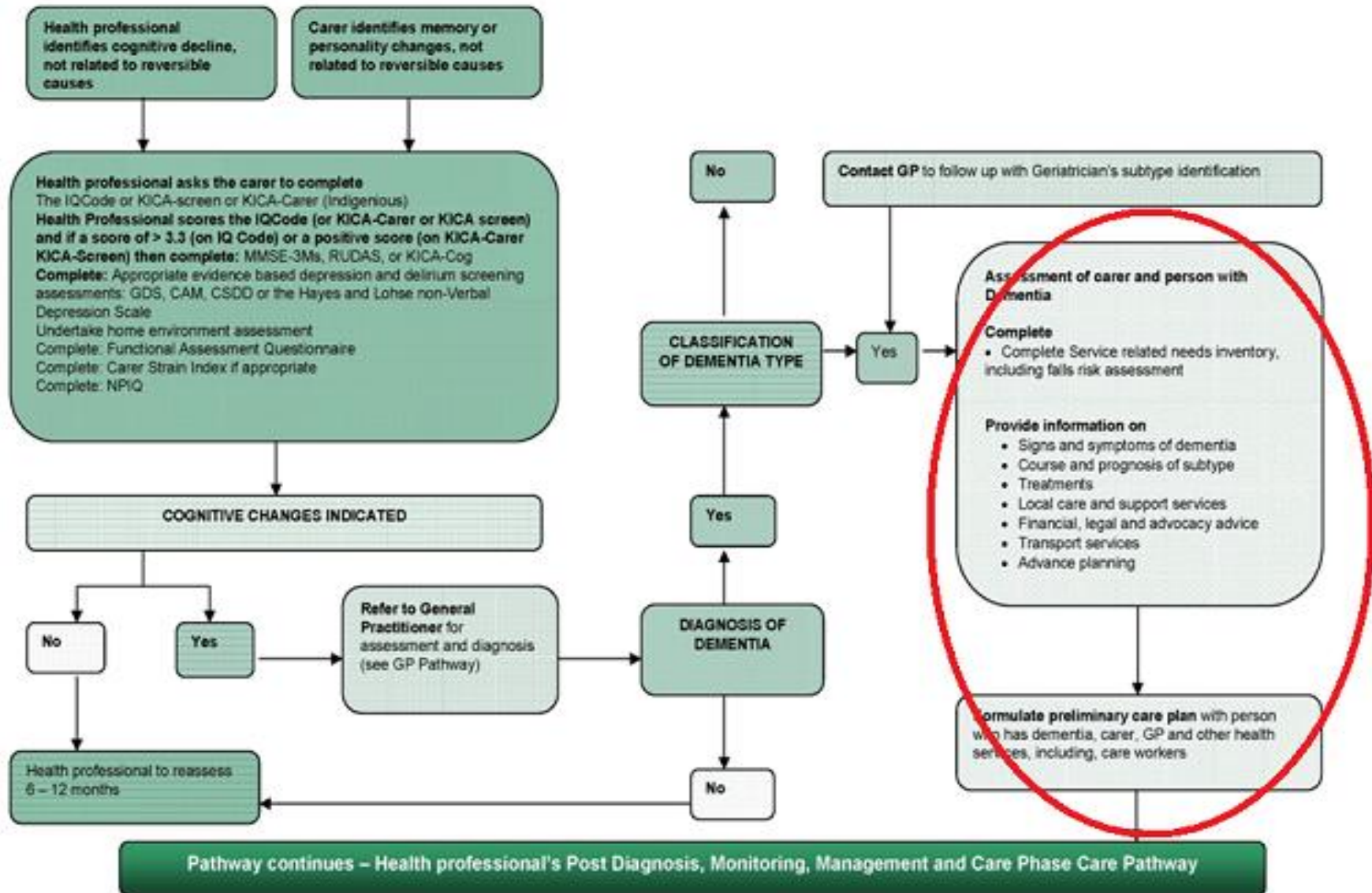


Available by request from dcrc@qut.edu.au

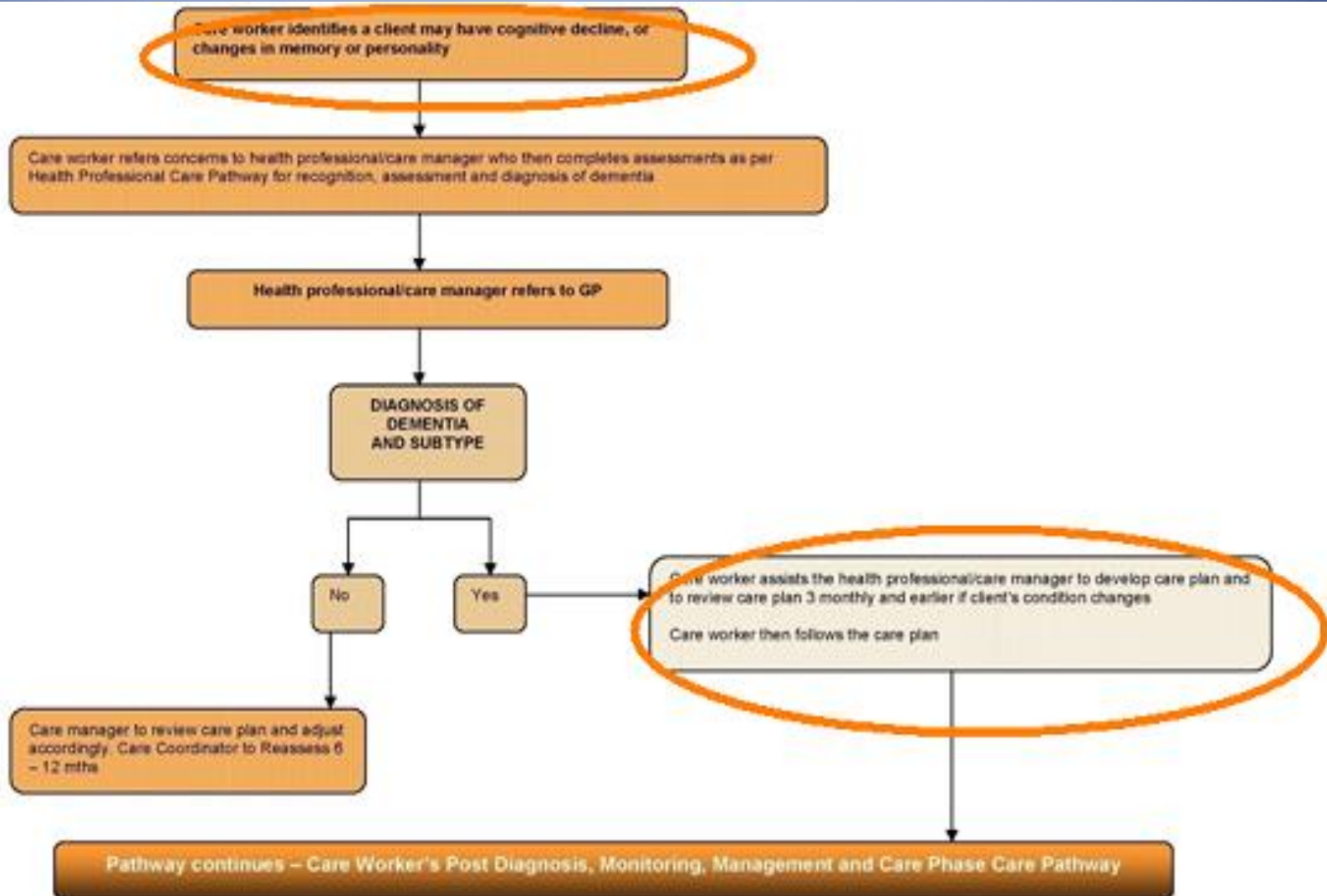
General Practitioner's Recognition, Assessment and Diagnosis Phase Care Pathway



Health Professional's Recognition, Assessment and Diagnosis Phase Care Pathway



Care Worker's Recognition, Assessment and Diagnosis Phase Care Pathway



CARE-GIVING

in DEMENTIA

research and applications

Volume 3

36 DAYS APART

Journal of Memory and Aging
Volume 25, Number 1, 2003

CAREGIVING TIPS A-Z

Alzheimer's and Other Dementias

STARR CALO-OY

with BOB CALO-OY

Over 1000 Caregiving Tips

Includes Alzheimer's and Other Dementias

Supporting People with Dementia at Home

Challenges and Opportunities for the 21st Century

The 36-Hour Day

A Manual for Family Caregivers
People with Alzheimer Disease
Other Dementias, and Memory Loss

JOHN L. HALL, M.D.
FRED S. KOEN, M.D., M.P.H.

When a Family Member Has Dementia

M.M. Jones
M.L. Miesen

Profiles in Caregiving

Discover the Power of Caregiving

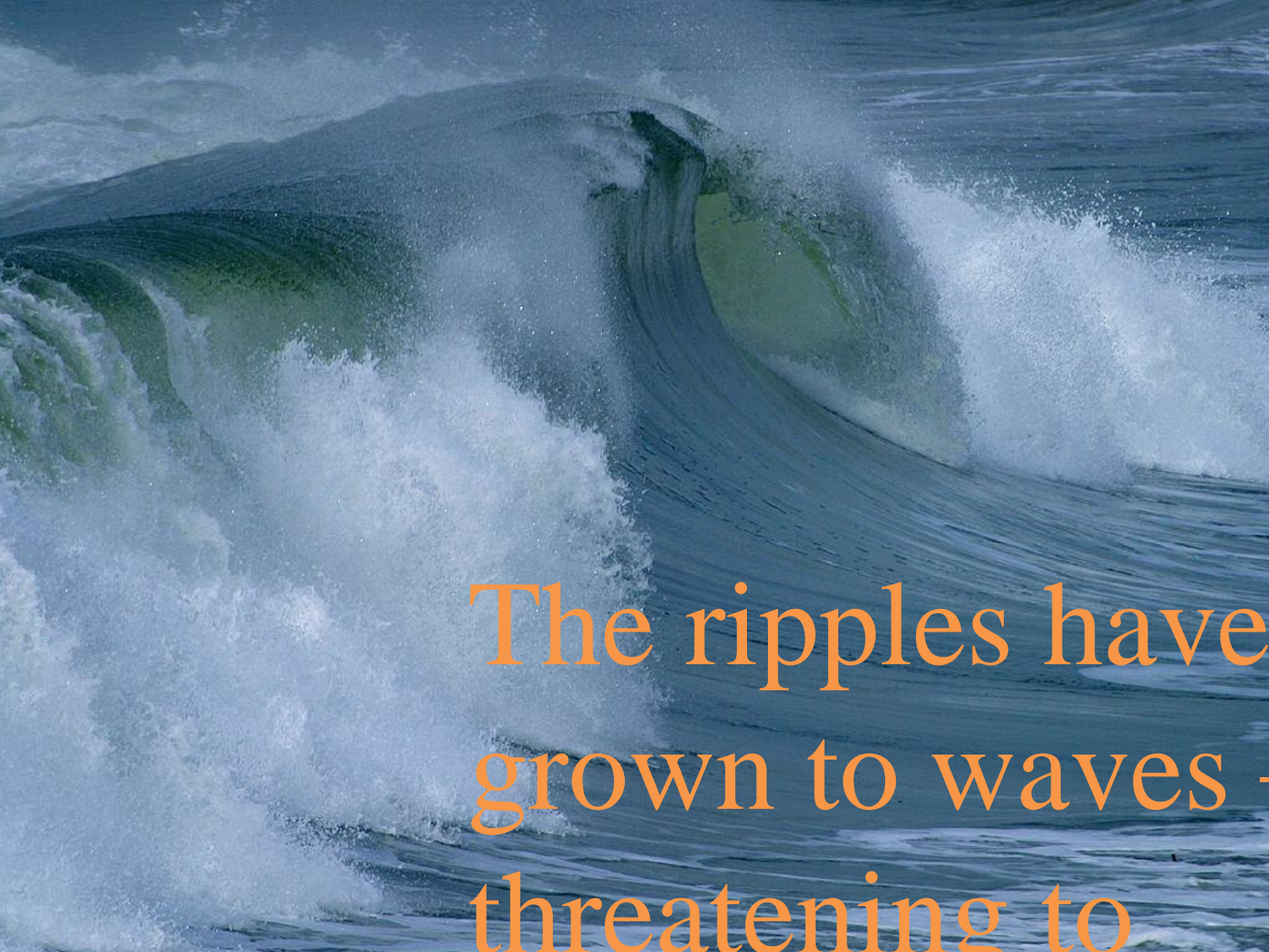
SUPPORTING THE CAREGIVER IN DEMENTIA

A Guide for Health Care Professionals

David L. Iselberg, M.D.
John L. Hall, M.D.
Patricia Brown, M.D.

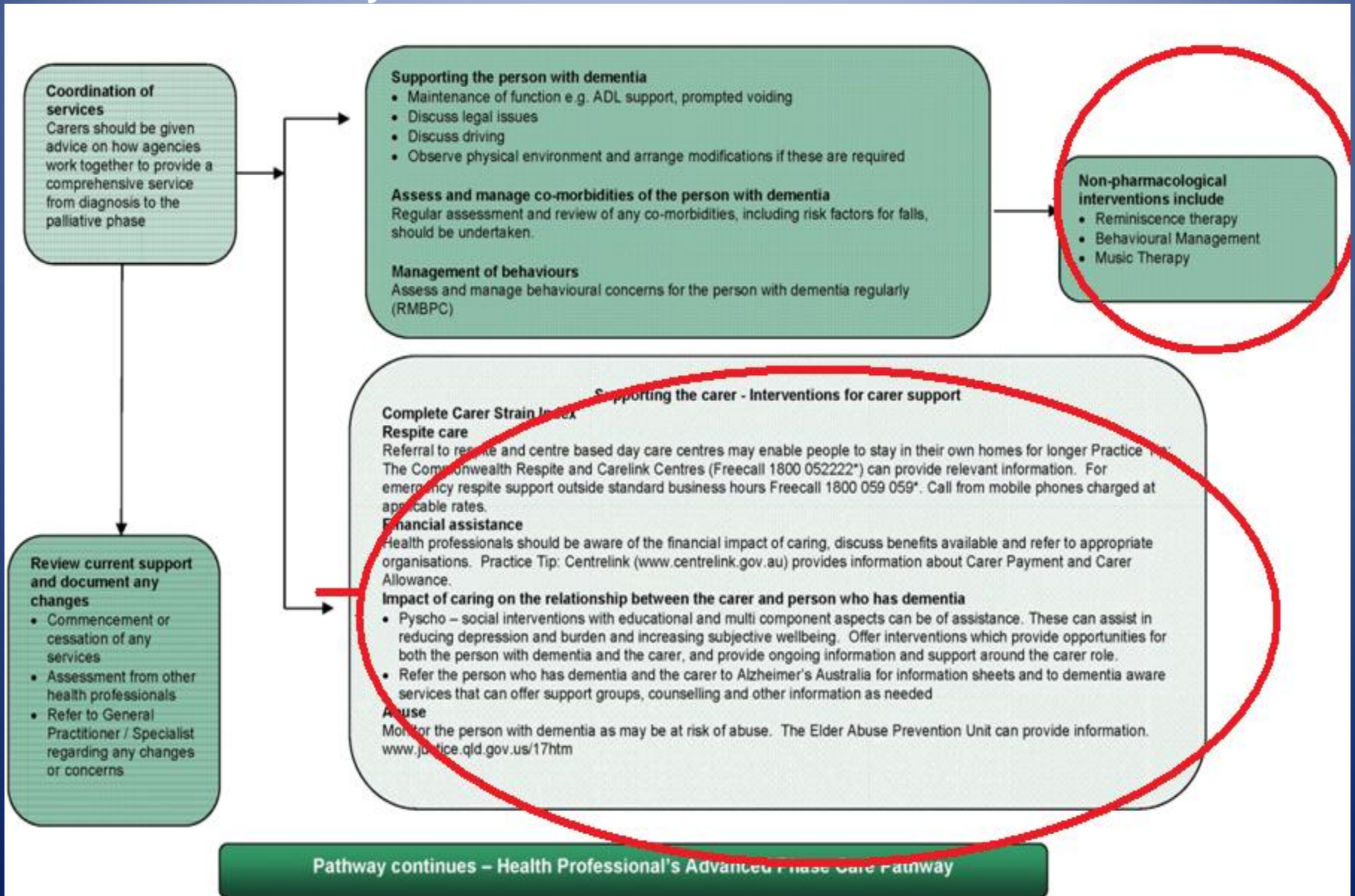
DAVID CHALLIS, CAROLINE SUTCLIFFE,
JANE HUGHES, RICHARD VON ARDENNORFF,
PAROLA BROWN, JOHN CHRISTIANAY

PSS

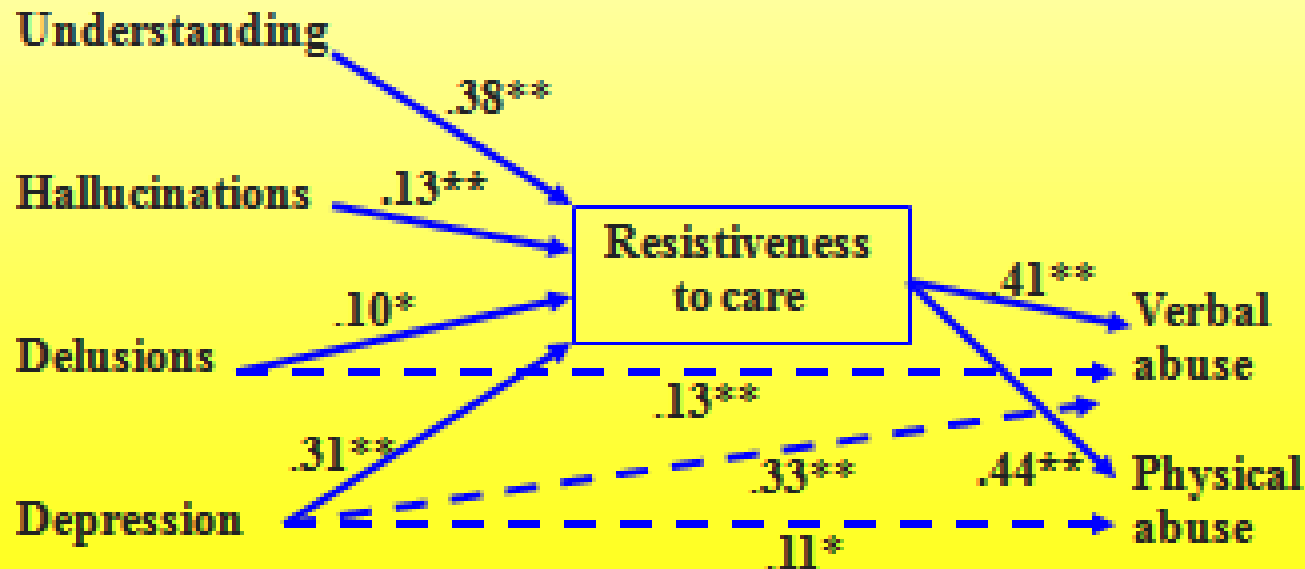


The ripples have
grown to waves —
threatening to
overwhelm

Health Professional's Post Diagnosis, Monitoring, Management and Care Phase Care Pathway



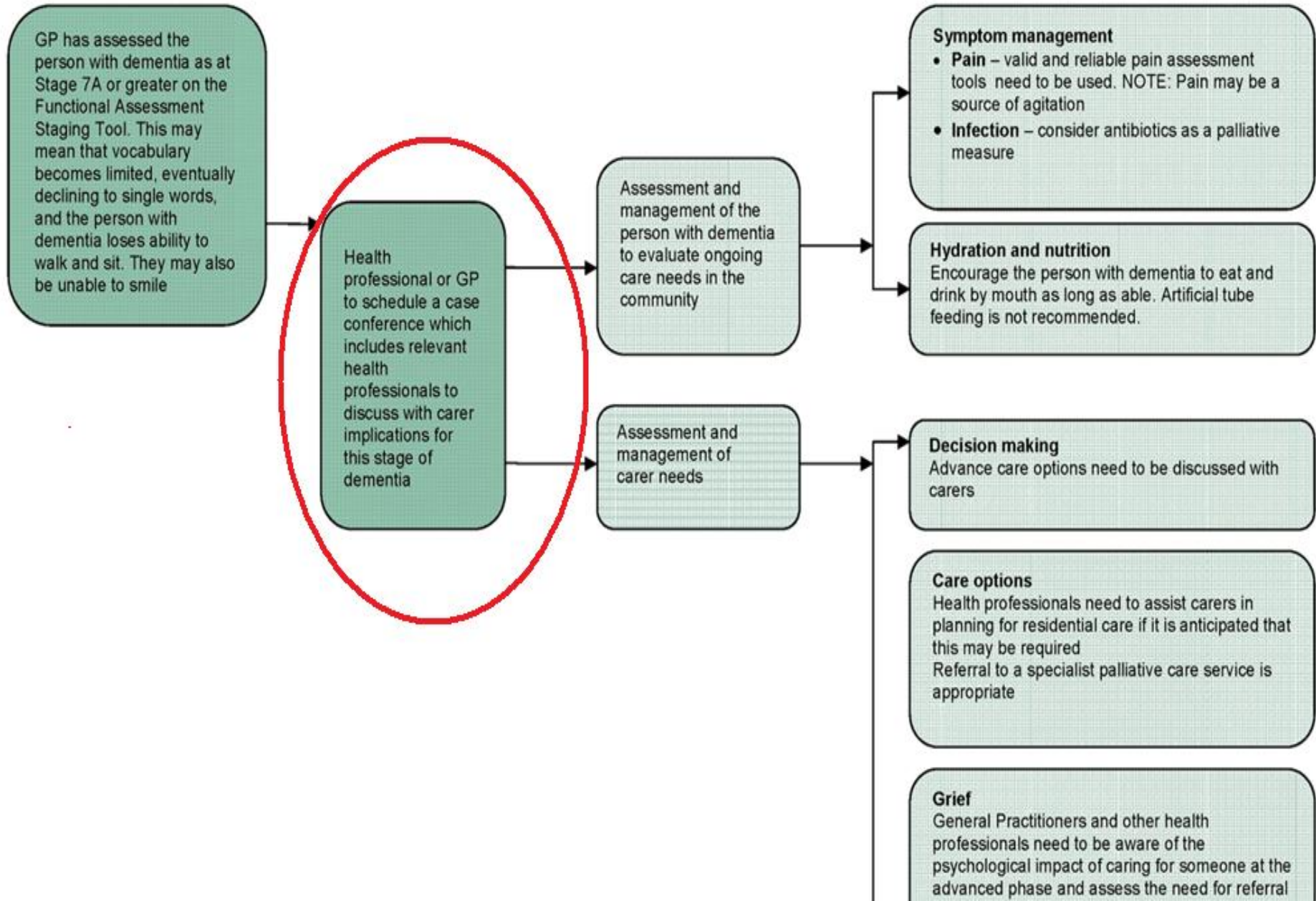
FACTORS LEADING TO ABUSIVE BEHAVIOR IN RESIDENTS WITH DEMENTIA



— — — Partial correlations controlled for resistiveness to care

^{**} $p < .001$, ^{*} $p < .005$

Health Professional's Advanced Phase Care Pathway





It all
haunts
me



Let's put emotional labour on the agenda for future planning



Barbara Poirton feeds her husband Malcolm in a scene filmed by documentary maker Paul Wilson



Thank you