

Development of an E-learning for Caregivers to Manage Challenging Behavior of People With Dementia

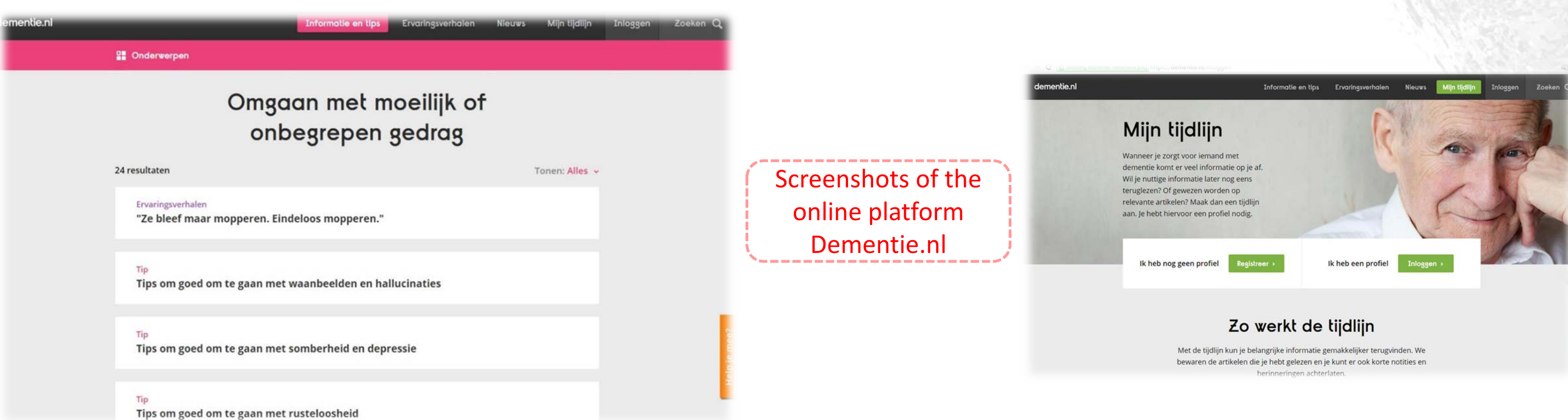
Iris van Asch (iasch@trimbos.nl), Marleen Prins, Anne Margriet Pot & Bernadette Willemse
Department on Aging, The Netherlands Institute of Mental Health and Addiction

Objective

- **To develop an e-learning for caregivers of people with dementia to:**
 - Increase their knowledge about challenging behavior (CB).
 - Improve their skills in coping with CB by modeling, persuasive communication and active learning.
- Topic of the literature search was ‘stress of caregivers caused by challenging behavior of the person with dementia’.
- Scripts and films were developed in cooperation with the Dutch dementia patient-organization and a creative party.
- Implementation was an important topic from the beginning of the development of the e-learning.
- Focus on a less verbal target group by choosing to use videos.

Content of the e-learning

- **Videos:** One introduction video and six videos about different types of CB.
- **Online platform:** The e-learning is integrated on a national online platform called ‘Dementie.nl’ of the Dutch Alzheimer Organization (Alzheimer Nederland).
- **Infographics:** Six infographics with essential information from the videos are downloadable from the online platform.
- **Assignments:** To help caregivers to translate the information about coping with CB from the videos to their own situation, assignments can be made and saved on the personal timeline.
- **Peer support:** Caregivers are able to share their experiences with the CB and their assignments on the online platform.



Screenshots of the online platform Dementie.nl

Content of the videos

- Six video sequences about different types of CB:
 1. Dependent behavior
 2. Aggressive behavior
 3. Suspicious behavior
 4. Apathy or indifference
 5. Nighttime restlessness
 6. Masking behavior
- Presenter and experts provide information about CB
- Caregivers tell about their experiences with CB and how they cope with CB

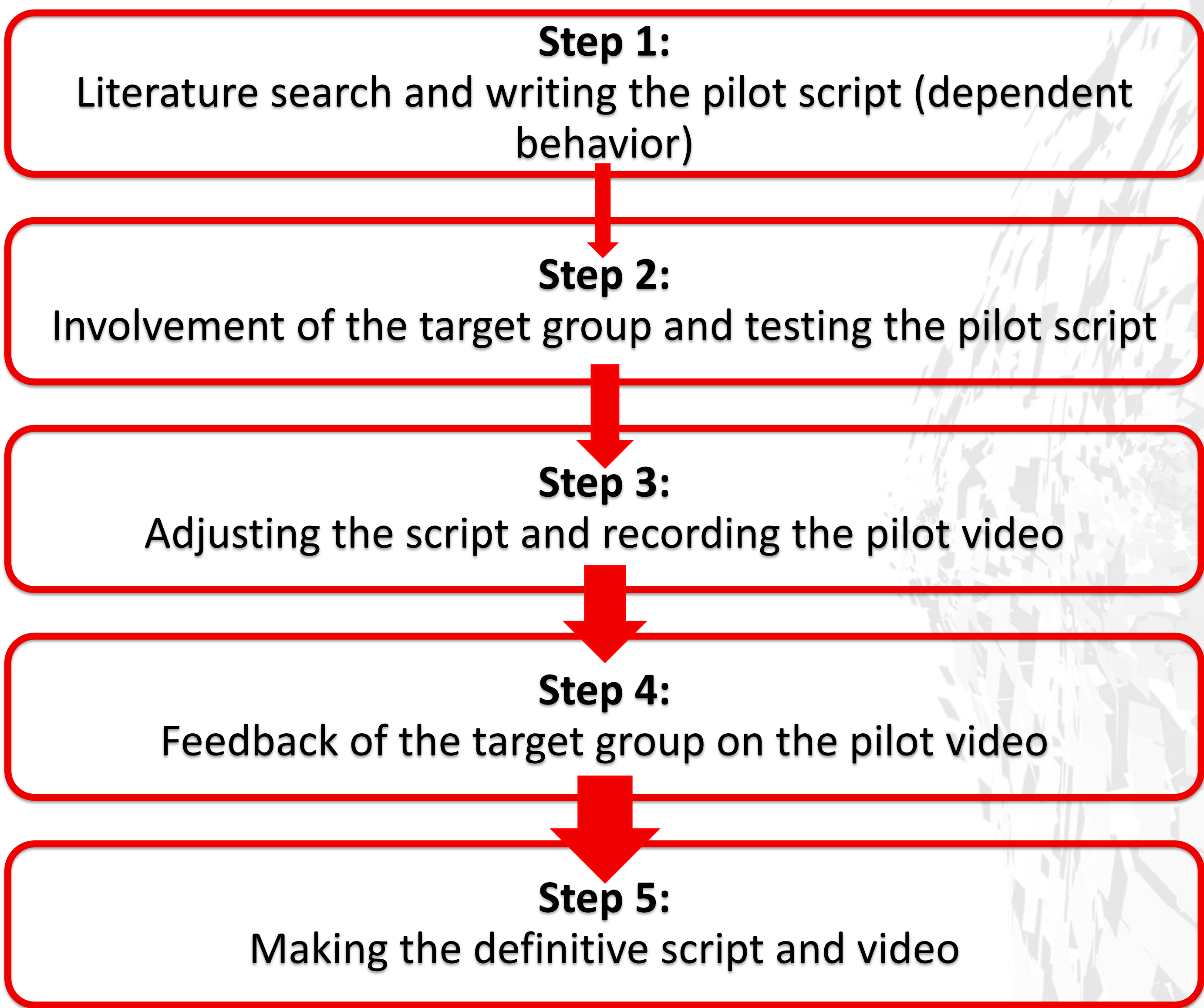
Structure of the videos

- **Analysis of the particular CB** by the caregivers and experts
 - What happens, what are examples of the particular CB?
 - What is its effect on the caregiver?
- **Possible contributors of the particular CB** by the experts, based on the principles of person-centered care of Kitwood*, including:
 - Dementia or brain damage
 - Personality
 - Biography
 - Social environment
 - Physical environment
 - Health
- **Coping with the particular CB** by the experts and caregivers
 - Problem-solving strategies (in relation to the causes of the CB)
 - Changing the way the caregivers think about the person with dementia and the CB (based on CBT)
 - Taking care of yourself as a caregiver

Development of the e-learning

The e-learning is developed in close cooperation with caregivers of people with dementia (the target group). Therefore, during the development-process, several prototypes were tested by the target group. The definite content and structure for the e-learning could then be determined and applied in the other scripts and videos.

Method of development of the pilot video



Marjolijn (43)
Zorgt voor haar vader



Screenshot of the pilot video: caregivers telling about their experiences with CB and how they cope with CB

Conclusion

Developing the e-learning by following the steps described above, is a time-consuming process. However, this process resulted in the development of a product that is highly relevant and useful for the caregivers of people with dementia (the target group).

* Kitwood, T. (1997). Dementia reconsidered: the person comes first. Open University Press.

The development of the e-learning was financed by the funds *Sluyterman van Loo*, *Stichting Roomsche Catholiek Oude Armenkantoor (RCOAK)*, *Fonds NutsOhra* and the Dutch Alzheimers Society. The presentation of this poster was financed by i.a. the Dutch Alzheimers Society.

www.trimbos.nl

Trimbos
instituut
Netherlands Institute of
Mental Health and Addiction