

## Managing the Angry Resident Direct Care Providers Answer Sheet – Test Code: LADC0416b

**Instructions:** After viewing the presentation or reading the learning materials associated with this activity, complete the posttest by filling out the Answer Sheet. Please select the best answer to each multiple choice question. There is only one correct answer. You must achieve 75% to pass.

**Please complete Part 1: Enrollment** to provide essential information to create your educational record and to report to licensing boards (if applicable). Your site coordinator will provide you with the facility ID and your user name. Then complete **Part 2: Test Answers** by darkening one circle to indicate the correct response to each question. You are also required to provide feedback by completing **Part 3: Evaluation**. After completing this form, please return it to your site coordinator to have your test submitted for processing. Results will be sent to the site coordinator within 4 weeks of submission.

### Part 1: Enrollment

Last Name \_\_\_\_\_ First Name \_\_\_\_\_  
 Facility Name \_\_\_\_\_ Facility No. \_\_\_\_\_ User Name \_\_\_\_\_

**Role:** Allied Health:  RD  PT  OT  RT  SW  Other      Nursing:  CNA  LPN/LVN  RN  Other  
 Non-clinical support role. Please specify your job title: \_\_\_\_\_

**License:** All District of Columbia and Georgia nurses, please provide license information for reporting to CE Broker.

State of license (1) \_\_\_\_\_ License # \_\_\_\_\_ License Type \_\_\_\_\_ (abbreviation)

State of license (2) \_\_\_\_\_ License # \_\_\_\_\_ License Type \_\_\_\_\_ (abbreviation)

### Part 2: Test Answers

Darken one circle for your answer to each question.

	A	B	C	D		A	B	C	D		A	B	C	D		
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		5.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		9.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		6.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		10.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		7.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
4.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		8.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						

### Part 3: Course Evaluation – Test Code: LADC0416b

- |  |   |
|--|---|
| <p>1. Rate to what extent you were able to meet Objective 1: Identify long-term care residents who are at risk for destructive angry behaviors. (1- lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> <p>2. Rate to what extent you were able to meet Objective 2: Explain the consequences of ineffective anger management and the associated risks to caregivers and facilities. (1- lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> <p>3. Rate to what extent you were able to meet Objective 3: Summarize risk reduction strategies for managing residents' anger. (1- lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> <p>4. Rate to what extent did the program content relate to the learning objectives? (1 lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> <p>5. Rate the effectiveness of the independent study learning method. (1- lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> <p>6. Rate the contribution of this course to your overall knowledge of the subject. (1, lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> | <p>7. Rate your overall degree of satisfaction with this course. (1- lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> <p>8. Rate the degree that you believe this course was objective and free from bias. (1, lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> <p>9. Rate your level of expertise in this subject prior to this course. (1- lowest, 5- highest)<br/> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5</p> <p>10. Rate the educational level of the content.<br/> <input type="checkbox"/> Basic<br/> <input type="checkbox"/> Intermediate<br/> <input type="checkbox"/> Advanced</p> <p>11. Comments: _____<br/>         _____<br/>         _____</p> <p>12. What future topics would you like to see offered for CE?<br/>         _____<br/>         _____</p> |
|--|---|

**Posttest**

**— Retain test below for your records. Only submit answer sheet and evaluation for processing —**

**General Purpose:** To provide direct care providers at long-term care facilities with information about angry residents and management strategies to reduce risk of associated outcomes.

**Learning Objectives:** After completing this educational activity and taking the post-test, you should be able to:

1. Identify long-term care residents who are at risk for destructive angry behaviors.
2. Explain the consequences of ineffective anger management and the associated risks to caregivers and facilities.
3. Summarize risk reduction strategies for managing residents' anger.

**1. What medical condition predisposes residents to agitation and angry behaviors?**

- A. heart disease
- B. stroke
- C. diabetes
- D. hypertension

**2. Studies have found abusive behavior by residents to be most strongly associated with**

- A. difficult personalities.
- B. depression.
- C. advanced age.
- D. impaired cognition.

**3. Which of the following is most likely to interfere with a caregiver's appropriate response to anger?**

- A. the caregiver feeling personally attacked
- B. high self-confidence of the caregiver
- C. a low level of perceived threat
- D. the resident behaving irrationally

**4. An example of a defensive protective response to threat is**

- A. transferring blame.
- B. yelling or losing one's cool.
- C. identifying the source of anger.
- D. resolving the situation.

**5. When anger is not managed effectively, consequences to the resident may include**

- A. anxiety.
- B. guilt.
- C. suboptimal care.
- D. all of the above.

**6. Interventions to reduce resident anger and aggression must be**

- a. strict and unyielding.
- b. individualized.
- c. consistent between residents.
- d. standardized.

**7. Which of the following is the most appropriate action to take in response to an escalating resident?**

- A. Grab the resident's arm to stop his pacing.
- B. Avoid being near or speaking to the resident.
- C. Avoid acknowledging the resident's anger.
- D. Provide alternatives to satisfy the resident's needs.

**8. When responding to anger, the first priority is always**

- A. documentation.
- B. communication.
- C. safety.
- D. equality.

**9. Residents experiencing ongoing or recurrent episodes of anger and agitation should be given**

- A. all meals in their rooms.
- B. medical and psychiatric evaluation.
- C. psychotropic medications.
- D. restricted unit privileges.

**10. The first and most effective thing a caregiver can do when encountering an angry resident is to**

- A. find out if an error caused the problem.
- B. assume blame for the situation.
- C. document interventions in the medical record.
- D. take control of his or her own angry response.