

Welcome


Compassionate Touch[®]

Because touch is good medicine

"The Why and How of a Person Centered Culture: Creative, Out of the Box Thinking"

Presented by Sue S. Wilson, LMSW, CADDCT, CDP
360 Elder Solutions, LLC – www.360eldersolutions.com
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Touch is Good Medicine

"The most important innovation in medicine to come in the next 10 years: the power of the human hand".
Dr. Abraham Verghese, 2013



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Why Now?

Improving Dementia Care and Reducing Unnecessary Use of Antipsychotic Medications in Nursing Homes

Improving Family Satisfaction

Building a Person-Centered Culture for Dementia Care



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Touch

Touch is one of our most fundamental human needs



It remains for a lifetime

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Lack of Meaningful Touch

Touch deprivation is real



Leads to feelings of isolation, anxiety, poor trust in caregivers, insecurity and decreased sensory awareness

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Touch is NOT all the same



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Instrumental Touch

Touch that is necessary to perform a task or procedure



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Expressive Touch

Offered spontaneously to show care, concern, reassurance and empathy



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Stimulates Oxytocin




Physiological Effects

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Oxytocin = Feelings of Closeness and Security

- When your brain releases oxytocin, you feel good
- Skilled touch = the relaxation response
- Researchers have shown that skilled touch changes the neuro-chemistry of our brains

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The Care and Connection Hormone

- Relaxation response is measured by heart rate, blood pressure and cortisol levels
- Even a 5 minutes protocol has been shown to elicit a physiological relaxation response.

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Decreases Cortisol




Relaxation Response

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Touch Decreases Stress

- Cortisol is a hormone that increases when we are stressed
- Studies show that cortisol levels **decrease** after even five minutes of skilled touch – creating a relaxation response
- Apart from the physical relaxation skilled touch increases our emotional well being


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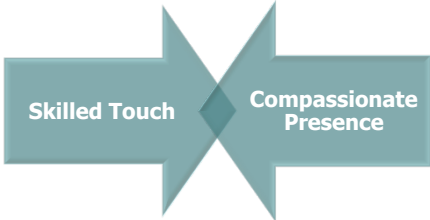
Compassionate Touch

Is...	Is not...
A way of relating	Bodywork
A pro-active tool	Mechanical technique

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Compassionate Touch




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“It Starts with the Approach”


“Being present and focused is going beyond being task-centered. It changes the focus from procedural touch to human touch. This conveys that we not only care *for* the individual, but also care *about* the individual. It builds relationships and increases trusts between care partners”.

Alicia Fenstermacher, LMSW,NHA,PCHA
Corporate Director of Community Life
Presbyterian Senior Living


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Understanding the Bubble

Connecting when the bubble is **LARGE**...





...and when the bubble is small

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Communication: Making a Connection


The Importance of Centering



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Positive Response to Touch

- Relaxes body
- Sighs or yawns
- Smiles
- Leans toward you
- Takes your hand
- Looks into your eyes
- Return the touch
- Facial expressions brighten
- Becomes more talkative
- Falls asleep

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Verbal and Non-verbal Responses



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3 Skilled Touch Techniques




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Impact of Hand Protocol

Studies show that even five minutes of skilled touch of the hands:


- Significantly decreased behavioral expression immediately after touch and was sustained for one hour
- Decreased frequency and intensity of agitated behavior and resistance during morning care routines
- Strengthened relationship between care partners

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Impact of Back Protocol

Skilled touch applied to the back is shown to:


- Help in falling asleep
- Decrease anxiety
- Decrease blood pressure and heart rate immediately after technique and up to 30 minutes afterwards
- Decrease physical expressions of agitation such as pacing, wandering and resisting care

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Impact of Foot Protocol

Studies show that skilled touch to the feet:

- Induce deep relaxation and alleviate anxiety
- Ease pain and physical discomfort
- Promote sleep
- Decrease behaviors of verbal aggression, wandering and repetitive movements

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Remember to...

Connect with individual within

Be in the moment

Accept the other's "reality"



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Behavioral Expression

Examples of some triggers: pain, loneliness, boredom, over-stimulation, confusion, sensory impairment



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Workforce Empowerment

By *integrating* Compassionate Touch as a *program*, care partners learn powerful tools to respond to behavior expression that are:

- Feasible
- Effective
- Proactive

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Skilled Touch for End-of-Life

Skilled touch shifts to comfort-oriented care



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End-of-Life Care

- Pain is not just a physical experience but a *holistic* one




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Benefits of Skilled Touch on Pain

Physiological dimension


Behavioral, emotional, cognitive dimensions

Spiritual dimension



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What are other benefits?

- For Residents
- For Care-partnering staff
- For Family members

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Tracking Outcomes

-  Physical behavior
-  Mood or expression
-  Resistance to care
-  Staff Satisfaction

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Resident Outcomes

- Was there a change in physical behavior? (ex: decreased verbal outbursts)
- Was there a change in mood or expression? (ex: increased social interaction)
- Was there a change in resistance to care? (ex: cooperative during ADL or Activity)

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Staff Satisfaction

- Reduced stress and fatigue
- Builds strong relationships
- Align with person-centered core values
- Improve job satisfaction

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Family Engagement

- Provides a means for family to calm, comfort and support their loved one
- Enhances the quality of family visits
- Embraces the family as a member of the care team

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Transforming Care – It's In Your Hands




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Thank You

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