Training Staff on a Positive Reinforcement Program

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DCE Site

Kedren Community Health Center
- Inpatient psychiatric facility
- Non-profit organization in Los Angeles, Ca
- Provides inpatient, outpatient, and primary care services for children to adults with various mental health diagnoses
- **Mission:** "To provide a culturally competent continuum of care services utilizing efficiently and effective collaborate and holistic approach."(Kedren Community Health Center, 2020)

Needs Identified

- Decrease the use of physical and chemical restraints
- Additional therapeutic interventions on weekends
- Addressing environmental needs

Literature Review

Two themes were found to support the entailed program
- **Strategies for Behavior Improvement:**
  - A multi-factor approach, implementing more than one approach of strategies, such as education and de-escalation training, to minimize the use of restraints and aggressive behavior (Brewer et al.,2017).
  - Implementing a Token Economy to increase behavior and confidence (Hickey et al., 2018).
  - Incorporating various types of positive reinforcement techniques (Gunaretnam et al.,2021).
- **The Need for Education and Awareness:**
  - Increasing knowledge and education within the staff improves the environment.
  - Expanding these aspects has been shown to increase confidence to incorporate new strategies. (Jones et al.,2023; Liang & Huang, 2023)
- **Gaps:**
  - Minimal data stating if the methods stated above have been implemented and utilized to show efficiency within mental health settings
  - Limited data on Positive Reinforcement techniques in psychiatric facilities; only de-escalation strategies

Learning Objectives

By the end of DCE, the Capstone Student:
- Created a Positive Reinforcement Program that promotes increased knowledge and confidence of staff while addressing the need to reduce the use of physical restraints
- Developed interprofessional collaboration skills within the interdisciplinary staff at the hospital
- Advanced clinical skills and knowledge in delivering occupational therapy services to the pediatric setting
- Incorporated environmental modifications to the children's unit seclusion room

Program Description

Positive Reinforcement Program

Purpose:
- To educate and bring awareness to the interdisciplinary staff of the program to help minimize the use of physical and chemical restraints

Program Manual:
- Includes various types of reinforcement and how to facilitate them
- Utilizing the "Routine & Rockstar Chart (R&R)"
  - Alternative strategy through a Token Economy.
- De-escalation strategies and examples
- Social-emotional regulation strategies and examples
- Holistic approaches through an occupational therapy lens

Program Structure:
- In-service presentation

Methods and Program Implementation

Design:
- Mixed methods study

Sample:
- 13 participants (Interdisciplinary staff members)

Instruments:
- Non-standardized pre and post-test survey

Procedures:
- Obtain IRB approval, recruit participants, conduct in-service, analyze data collected

Data Collection:
- One day, 45-minute in-service presentation
- Qualitative data: demographics form, two open-ended questions, and closing Q&A discussion
- Quantitative data: via eight closed-ended questions

Data Analysis:
- Google Sheets and JASP for quantitative data
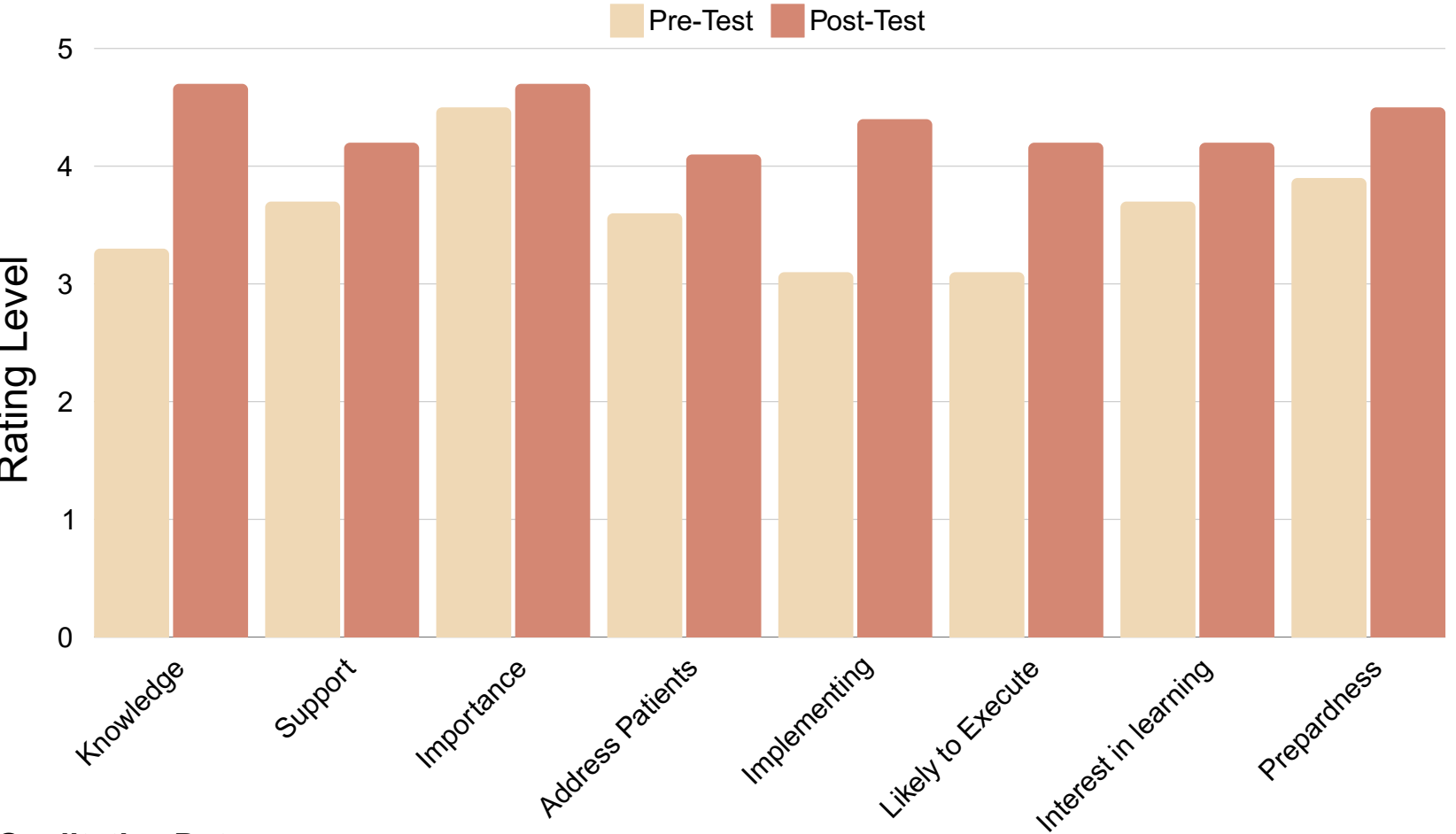- Thematic analysis for qualitative data

Program Outcomes

Quantitative Data:

Pre and post-test survey results

Questions showed the most significant statistical change, regarding

- Confidence in knowledge of Positive Reinforcement techniques
  - Average mean scores increased by 1.4 points
- Comfortable in their ability to implement the program and program chart
  - Average mean scores increased by 1.23 points
- Likely their interest will be to execute
  - Average mean scores increased by 1.02 points

Qualitative Data:

Three themes were coded and found during the data analysis
- Target Population
  - Appropriate for the pediatric population; however, interest was made in modifying and adapting for the adult population.
- The Need for Holistic Measures
  - Participants were made aware and concluded how important holistic measures can be taken into account for this program and for the facility and the benefits it will entail.
- Specific Incentives and Implementation Process
  - Participants expressed concern and curiosity as to what attainable items can be provided for the population
  - Further criteria to ensure all interdisciplinary members implement the program consistently throughout the entire facility

Scholarly Deliverables

To view scholarly deliverables please scan QR code

- Completed Positive Reinforcement Program Manual
- In-service powerpoint presentation
- Educational handouts and resources

Discussion and Implications

Discussion:
Overall, this project was created as the first foundation to begin the next steps for future direction. This may include moving forward with an additional implementation process that can be conducted by the OT staff or current capstone student at the DCE site. This process can continue to bring awareness and education to other staff members at the facility to bring everyone together in using this new strategy to help reduce physical and chemical restraints.

Implications for OT
- Opportunities for the field of mental health
- Improve individual's well-being and wellness
- Increased knowledge and awareness of staff members
- Advocating for the OT profession

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References