



TITLE: Programs to Manage Harassment in Seniors: Clinical Evidence and Guidelines

DATE: 21 October 2015

RESEARCH QUESTIONS

1. What is the evidence regarding interventions or programs (non-pharmacological and non-restraint) to manage harassment and violent behaviour in adult patients in residential care?
2. What are the evidence-based guidelines regarding interventions or programs (non-pharmacological and non-restraint) to manage harassment and violent behaviour in adult patients in residential care?

KEY FINDINGS

One evidence-based guideline was identified regarding interventions or programs to manage harassment and violent behaviour in adult patients in residential care.

METHODS

A limited literature search was conducted on key resources including PubMed, The Cochrane Library, University of York Centre for Reviews and Dissemination (CRD) databases, Canadian and major international health technology agencies, as well as a focused Internet search. No filters were applied to limit the search by study type. Where possible, retrieval was limited to the human population. The search was also limited to English language documents published between January 1, 2010 and October 8, 2015. Internet links were provided, where available.

The summary of findings was prepared from the abstracts of the relevant information. Please note that data contained in abstracts may not always be an accurate reflection of the data contained within the full article.

SELECTION CRITERIA

One reviewer screened citations and selected studies based on the inclusion criteria presented in Table 1.

Disclaimer: The Rapid Response Service is an information service for those involved in planning and providing health care in Canada. Rapid responses are based on a limited literature search and are not comprehensive, systematic reviews. The intent is to provide a list of sources of the best evidence on the topic that CADTH could identify using all reasonable efforts within the time allowed. Rapid responses should be considered along with other types of information and health care considerations. The information included in this response is not intended to replace professional medical advice, nor should it be construed as a recommendation for or against the use of a particular health technology. Readers are also cautioned that a lack of good quality evidence does not necessarily mean a lack of effectiveness particularly in the case of new and emerging health technologies, for which little information can be found, but which may in future prove to be effective. While CADTH has taken care in the preparation of the report to ensure that its contents are accurate, complete and up to date, CADTH does not make any guarantee to that effect. CADTH is not liable for any loss or damages resulting from use of the information in the report.

Copyright: This report contains CADTH copyright material and may contain material in which a third party owns copyright. **This report may be used for the purposes of research or private study only.** It may not be copied, posted on a web site, redistributed by email or stored on an electronic system without the prior written permission of CADTH or applicable copyright owner.

Links: This report may contain links to other information available on the websites of third parties on the Internet. CADTH does not have control over the content of such sites. Use of third party sites is governed by the owners' own terms and conditions.

Table 1: Selection Criteria

Population	Adults over the age of 65 (without dementia of any kind) who harass or engage in aggressive or violent behaviour towards other residents living in personal care homes, seniors' residences, or long-term care facilities
Intervention	Non-pharmacological and non-restraint interventions or programs to reduce harassment (e.g., anger management programs, violent behaviour management programs, anti-bullying interventions)
Comparators	<ul style="list-style-type: none"> • No comparator; • Pharmacological interventions; • Restraints; • Any comparator
Outcomes	<p>Q1: Clinical evidence (e.g., decreased harassment, reduced aggression and violence, improved safety of other residents, improved psychosocial outcomes, decrease in harassment incidents)</p> <p>Q2: Guidelines and recommendations for which programs or interventions to use, how best to implement programs, appropriate use of programs, policies and procedures for implementation</p>
Study Designs	Health technology assessments, systematic reviews, meta-analyses, randomized controlled trials, non-randomized studies, evidence-based guidelines

RESULTS

Rapid Response reports are organized so that the higher quality evidence is presented first. Therefore, health technology assessment reports, systematic reviews, and meta-analyses are presented first. These are followed by randomized controlled trials, non-randomized studies, and evidence-based guidelines.

One evidence-based guideline was identified regarding interventions or programs to manage harassment and violent behaviour in adult patients in residential care. No relevant health technology assessments, systematic reviews, meta-analyses, randomized controlled trials, or non-randomized studies were identified.

Additional references of potential interest are provided in the appendix.

OVERALL SUMMARY OF FINDINGS

One guideline was identified from the Registered Nurses Association of Ontario.¹ No recommendations were presented regarding interventions or programs to manage harassment and violent behaviour in adult patients in residential care; however, the management and prevention of resident-to-resident aggression is indicated as an identified evidence gap requiring further research.

REFERENCES SUMMARIZED

Health Technology Assessments

No literature identified.

Systematic Reviews and Meta-analyses

No literature identified.

Randomized Controlled Trials

No literature identified.

Non-Randomized Studies

No literature identified.

Guidelines and Recommendations

1. Registered Nurses' Association of Ontario (RNAO). Preventing and addressing abuse and neglect of older adults: person-centred, collaborative, and system-wide approaches [Internet]. Toronto (ON): Registered Nurses' Association of Ontario (Clinical Best Practice Guidelines); 2014 [cited 2015 Oct 16]. Available from: http://rnao.ca/sites/rnao-ca/files/Preventing_Abuse_and_Neglect_of_Older_Adults_English_WEB.pdf
See: Research Gaps and Future Implications, page 63

PREPARED BY:

Canadian Agency for Drugs and Technologies in Health

Tel: 1-866-898-8439

www.cadth.ca

APPENDIX – FURTHER INFORMATION:

Review Articles

2. McDonald L, Hitzig SL, Pillemer KA, Lachs MS, Beaulieu M, Brownell P, et al. Developing a research agenda on resident-to-resident aggression: recommendations from a consensus conference. *J Elder Abuse Negl.* 2015;27(2):146-67.
[PubMed: PM25836385](#)
3. Ellis JM, Teresi JA, Ramirez M, Silver S, Boratgis G, Kong J, et al. Managing resident-to-resident elder mistreatment in nursing homes: the SEARCH approach. *J Contin Educ Nurs.* 2014 Mar;45(3):112-21. Available from:
<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4178932>
[PubMed: PM24548656](#)

Additional References

4. Gutman GM. Senior-to-senior bullying: what do we know about it? How is it being dealt with? [Internet]. INPEA World Conference and WEAAD Commemoration June 23, 2013, Seoul, Korea. Burnaby (BC): Simon Fraser University; 2013 [cited 2015 Oct 16]. Available from: http://www.sfu.ca/uploads/page/09/INPEA2013_Gutman_2.pdf
5. Webb, G. The Prevention of abuse and neglect in Ontario long-term care homes [Internet]. Toronto (ON): Advocacy Centre for the Elderly; 2013 [cited 2015 Oct 16]. Available from: <http://www.ancelaw.ca/appimages/file/Prevention%20of%20Abuse%20&%20Neglect%20in%20LTC-2013.pdf>
6. Bonifas R, Barbera EF. MyBetterNursingHome.com [Internet]. Senior bullying: guest post by Robin Bonifas, PhD, MSW, and Marsha Frankel, LICSW. Brooklyn (NY): MyBetterNursingHome [website]; 2012 Feb 8 [cited 2015 Oct 16]. Available from: <http://www.mybetternursinghome.com/senior-bullying-guest-post-by-robin-bonifas-phd-msw-and-marsha-frankel-licsw/>