

# Handout 3. Case Study: Meet Maria

Use the guiding questions below to consider what person-centered responses might be helpful for Maria.

*Maria has mid-stage dementia and compromised comprehension and communication skills. Maria has a doctor's order to toilet every 2 hours. She needs help with toileting, and is consistently combative when staff helps her in the bathroom. She deeply scratched a staff member on the face. Even with 2 staff members assisting, the problems remain. Staff members are afraid of Maria's assaults. As a result, her disposable briefs are always soaked, leading Maria to have painful rashes and broken skin. Because the area is so sensitive, it makes toileting even more traumatic, and there is a vicious cycle of combativeness every 2 hours. Maria has a prescription for "as needed" Risperidone, which staff have been giving her more and more frequently in response to her aggressions.*

<p><b>1. What steps could you take to within your facility to come up with person-centered solutions in Maria's case?</b></p>	
<p><b>2. What actions might be helpful? Which staff members would be responsible for these actions?</b></p>	
<p><b>3. Other than ALF staff, what other players might be involved in formulating your response?</b></p>	
<p><b>4. How should the planned actions be communicated to staff?</b></p>	
<p><b>5. What regulations do you need to consider in this situation?</b></p>	