Maximizing Staff and Patient Safety in Regards to “Out of Control” Patients

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Introduction

- Porter Adventist Hospital enforces and supports a policy to respond to “Out of Control” patients and/or visitors (CODE GREEN)
- Feedback from patients, staff and security identified an opportunity to review the vague, unclear expectations and/or boundaries that plague appropriate response
- A project was necessary to determine the effectiveness of a “Workplace Safety Bundle”
  - Interventions
  - Policy review/revision
  - Audit tools
  - Debriefing

Process Initiatives

- Establish the Code Green Team
  - Membership: Behavioral Health, Safety, Security, Nursing and ED
- Implement Debriefing after Code Green Event
  - Timeline: Immediate after event (Fig. 1)
- Review Code Green Events
  - Track & Trend Issues
  - Identify potentially avoidable events
  - Educate staff on units with potential avoidable events
  - Reinforce de-escalation or earlier intervention techniques (Fig.2)
- On-going review of Code Green events

Abstract

Thirteen of 1000 workers experience violence in the workplace. Nurses are the most frequent targets of violence because of direct patient contact with 97.1% of physical violence perpetrated by patients or relatives. The rate of occurrence in nursing rises 22 or 80% of nurses experiencing violence during their career. Mitigating violence in the workplace is a regulatory priority.

Education of staff including early interventional skills is important for all hospital departments. Appropriate use of de-escalation tactics improves compliance and promotes a non-violent workplace.

Discussion and Conclusions

- Debriefing immediately following the event needs to be an expectation
  - Allows for group discussion on de-escalation measures and earlier interventions
  - Allows for immediate feedback
- Stat/Standby calls are similar to a clinical “Rapid Response”:
  - Appropriate resources respond earlier in the escalation process
- Development of formalized education crucial!
  - Same message delivered to all educated staff
- Consistent review of Code Green events identifies trends, resource allocation, and educational gaps
  - FY12 reviews indicated that all departments should be targeted for training

Results

- Code Green Update – Sep 2010
- Staff Training – Feb 2011
- Results indicate a decrease in Code Green Events

- FY 11 data prior to formal Stat/Standby education
- FY 12 data after Stat/Standby education provided to units where a Code Green call was avoidable

References


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