General Overview: Management of Difficult Behavior

- Nursing De-escalation strategies to manage escalating patient difficult behavior (due to underlying disease process), uncooperative patient behavior (refusing care, attempting to leave without authorization), and/or visitor difficult behavior.
- Identify symptom(s) requiring management (pain, fatigue, hallucination/delusions, pacing, muttering, hand-wringing, belligerence, hostility)
- Implement appropriate supportive actions (APES: reassure/reorient/redirect/repeat; offer patient, medications as needed)

Pre-Code Gray

- De-escalation attempts unsuccessful—next steps for nursing staff
  - Contact Attending Physician to Obtain orders as appropriate
  - Notify charge nurse to assist with (additional de-escalation strategies: assure safe environment for patient/staff, notify House Supervisor of pre-code gray measures)
  - After consulting with charge nurse place universal warning sign outside the room
  - As Indicated House Supervisor to alert (appropriate Provider, Security, Pastoral Care, Psychiatric Clinical Liaison, Ethics Consult, Administrator, Manager on-duty, Quality Management)

Initiation of Code Gray

- Call a Code Gray if any staff witnesses a patient or visitor threaten or attempt to physically harm self or others.
- Leave the room and telephone—88 Clearly state to operator: Code Gray and room location.
- Stay on the line (if possible) until connected to Regional Security.

During Code Gray

- Code Gray Team will identify Team Leader
- Staff witnessing threat will SBARR when the Code Gray team arrives.
- Call Attending Physician
- Obtain orders as needed for:
  - Medication
  - Psychiatric Clinical Liaison Consult
  - Restraints
  - Suicide Precautions
  - Notice of Mental Illness (NMI—Hold)

Post-Code Gray

- Develop plan of immediate next steps with Code Gray Team Leader prior to Code Gray Team departure
- Monitor patient through tension reduction phase following a behavior crisis
- Pastoral care offer emotional support to staff and others as needed

Report all violent behavior events with staff, visitor, and/or patient using the online reporting link: http://in.providence.org/or/departments/hr/employee_health/Pages/ViolencePrevention.aspx