PROVIDENCE
Health & Services

Providence Oregon Region

General Overview: Management of Difficult Behavior

Management of Escalation of 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 (4REs: 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