

Nonpharmacological De-escalation Method Education

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Nonpharmacological De-escalation Method Education

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BACKGROUND

- Working with agitated/combatative patients
- Frequent use of behavioral 1:1's and restraints
- Timing of mandatory comprehensive crisis management training
 - Newer staff not receiving this training before working with this patient population

PICO

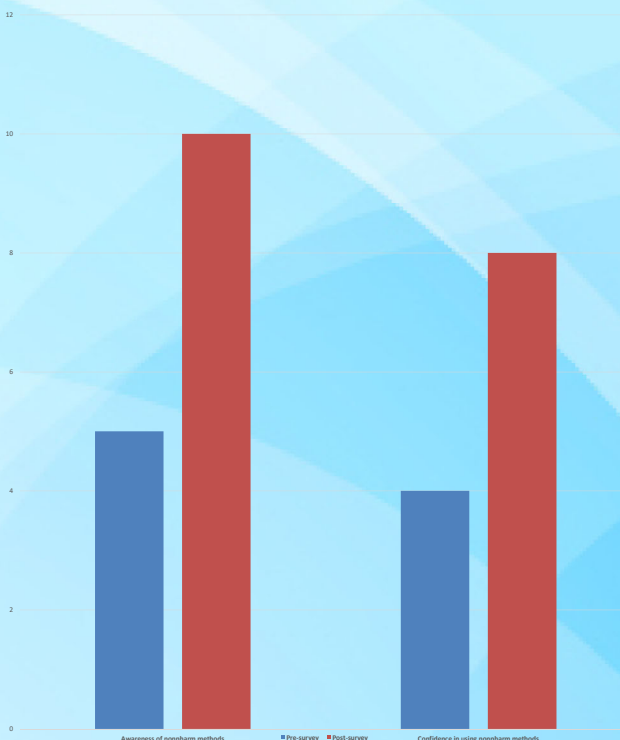
- **P- Transitional Trauma Unit staff**
- **I- Education on evidence-based calming/distractive measures**
- **C- Current practice**
- **O- Staff knowledge and compliance**

EVIDENCE

- "Staff members should have access to a training program that focuses on how to identify potentially violent patients and provide verbal de-escalation, as well as techniques for supporting staff and patients" Phillips, Stinson, & Strickler (2014)
- Violence management programs can lead to more effective risk management, including simulation training on a medical surgical setting (Schwartz & Bjorklund 2018)
 - TTU Staff receive training at Comprehensive Crisis Management annually, however may forget the interventions/techniques taught
- Important that the patient can use their resources to regain control, found a three step process helps:
 - Providing Time and Space
 - Impartial investigation of aggression causes
 - Emphasizing decisional control (Price et al., 2017)

OUTCOMES

- Staff surveys expressed an increase in knowledge about nonpharmacological de-escalation methods
- Post-survey results show a 50% increase in confidence in using nonpharmacological de-escalation methods for this patient population



IMPLEMENTATION

- Pre-survey completed for knowledge basis
 - Survey assessed staff's knowledge of nonpharmacological de-escalation methods and staff's abilities to use those methods based upon knowledge and resources
- Handout created with de-escalation methods reviewed and placed in unit resource folders
- Education reviewed at unit safety huddles and change of shift
 - Handout provided to staff and posted around unit
 - Handout given to staff in behavioral 1:1s
- Post-survey completed

NEXT STEPS

- Educate new staff on unit
- Offer education and tip sheet to staff floated from other units
- Offer educational tool for other units to use

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