Original: 12/13   Minor Revision: Full Review:
Replaces:
Responsible Person: Director of Inpatient Mental Health Unit
Approving Committee(s): Clinical Nurse Practice Committee; Administrative Nurse Practice
Category: Patient Care
Cross Reference(s): Sentinel Event policy; Support for Staff Involved in Critical Stressors Policy
Type: Policy

I.   PURPOSE:
To provide recommended interventions for staff impacted by an aggressive patient/family member event.

II.   POLICY:
Employees involved in aggressive incidences including either the patient and/or family members will be provided the opportunity to participate in the defined stress relieving interventions.

III.   GUIDELINES:
A. Leadership Support when an event occurs.
   1. The Charge Nurse:
      a. Will allow time for an immediate discussion of needed support with co-workers affected by an event.
      b. Advocate for the employee.
         1) If an employee is injured, contact security and send to Employee Health Services (EHS) during regular business hours or off hours and weekends contact the Administrative Nursing Supervisor for evaluation.
         2) Help the involved person complete the appropriate incident report.
         3) Consider temporarily evaluating assignments (i.e. refrain from giving a sitter assignment if just injured in one).
      c. Alert the appropriate immediate supervisor/unit director, nursing supervisor, or administrator on-call.
   2. The Affected Employee's Immediate Supervisor:
      a. Personal Acknowledgment – As needed and appropriate, provide ~~On~~ an ongoing offer of direct support to involved employees. Consider the employees that were impacted but not directly involved. Offer Employee Assistance Program (EAP), EHS, and legal services if warranted.
      b. Contact Outpatient Mental Health Director or Spiritual Care to initiate Crisis Intervention Stress Debriefing team (CISD) as needed. Recommend doing within 48-72 hours of event.
      c. Be sensitive to staff fears of error and use the Just Culture approach - consider timing and word choices in follow-up (need to look at root causes, while supporting staff in their emotional reaction and learning process).
      d. Consult other resources as needed i.e. Human Resources, Legal, Ethics
      e. Consider RCA or Critical Event Analysis for process improvement or identification.
B. Co-Worker Support:
   1. General co-worker support at time of event (break, help with assignments, verbal support, positive feedback, time to talk).
   2. Build team environment that supports network of friends (social events, team building, mentoring programs, and inviting new staff to break).
C. Self Support:
   1. Implement proactive plans to build professional and personal relationships.

        2. Utilize www.centracarewellness.com for stress solutions, which may include the My Stress Solutions program.
        3. Be aware of need for "down time" for reflection after one of the identified events – utilize the Chapel or other meditative areas and consider Spiritual Care Chaplains or Stephen's Ministers for individual consultation
        4. Understanding of need for personal time within Human Resource and Scheduling Guidelines.

IV.   **OTHER INFORMATION:**
    A. CentraNet: Human Resources: Benefits: EAP Plus and Newsletter
    B. Human Resource Policies:
        1. Family Medical Leave Act
        2. Military Leave Policy
        3. Code of Conduct
        4. Standards of Performance
        5. Discipline Policies
    C. Customer Service Standards
    D. Non-Violent Crisis Intervention Training
    E. Leadership Courses
    F. Wellness Program
    G. Exercise Facilities
    H. Schwartz Center Rounds

V.   **REFERENCES:**
Literature:

Antai-Otong, D. (2001). Critical Incident Stress Debriefing: A Health Promotion Model for Workplace Violence. *Perspectives in Psychiatric Care.* 37(4), 125-139.

Bell, J. (1995). Traumatic Event Debriefing: Service Delivery Designs and the Role of Social Work. *National Association of Social Workers, Inc.* 40(1), 36-43.

Clancy, C.M. (2012). Alleviating "Second Victim" Syndrome. How We Should Handle Patient Harm. *Journal of Nursing Care Quality.* 27(1), 1-5.

Hanna, D. R., & Romana, M. (2007). Debriefing After a Crisis. What's the best way to resolve moral distress? Don't suffer in silence. *Nursing Management.* 39-47.

Sacks, S.B., Clements, P.T. and Fay-Hillier, T. (2001). Care After Chaos: Use of Critical Incident Stress Debriefing After Traumatic Workplace Events. *Perspectives in Psychiatric Care.* 37(4), 133-136.

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VI.   **ADDENDA**

ADDENDUM A: Support Checklist for Staff Involved in Aggressive Event

Staff: _____ Date of Event: _____

This Checklist may be used as a guide for interventions to support staff involved in an event with the potential to cause strong emotional reactions which may impact them in their work setting. This Checklist may be used frequently and as appropriate for as long as necessary following an event. This Checklist includes interventions for the charge person, the supervisor, co-workers, and the employee.

Check off	Action	Responsible
☐	Facilitate and allow time for immediate discussion with employee of needed support. Include discussion of the details of the event, allow time for the staff to discuss feelings, fears, emotions, etc. Consideration may include obtaining a private meeting area, provide coverage for the employee and may also consider including Spiritual Care.	Charge
☐	If employee injured, contact Security and send the employee for evaluation to EHS during regular business hours or contact the Administrative Nursing Supervisor during off hours and weekends.	Charge
☐	Assist employee in completing the event report.	Charge
☐	Consider evaluating assignments (i.e. refrain from giving a sitter assignment if just injured in one, does the staff person feel safe to return to work)	Charge
☐	Alert the appropriate immediate supervisor/unit director, nursing supervisor, or administrator on-call	Charge
☐	General co-worker support at time of event (break, help with assignments, verbal support, positive feedback, time to talk)	Co-worker
☐	Build team environment that supports network of friends (social events, team building, mentoring programs, inviting new staff to break)	Co-worker
☐	Personal Acknowledgment – On an on-going basis, offer direct support to involved employees. Consider the employees that were impacted but not directly involved. Offer EAP (1-866-757-3271), EHS (x44595, x55002), and legal services (x55724) if warranted.	Supervisor/Unit Dir.
☐	Contact Outpatient Mental Health Director (x7994) or Spiritual Care (x54621) to initiate Crisis Intervention Stress Debriefing team (CISD) as needed. Recommend doing within 48-72 hours of the event.	Supervisor/Unit Dir.
☐	Be sensitive to staff fear of error and use the Just Culture approach - consider timing and word choices in follow-up (need to look at root causes, while supporting staff in their emotional reaction and learning process)	Supervisor/Unit Dir.
☐	Consult other resources as necessary i.e. Human Resources, Legal, Ethics	Supervisor/Unit Dir.
☐	Consider RCA or Critical Event Analysis for process improvement/identification	Supervisor/Unit Dir.
☐	Consider development of a Unique Treatment Plan (UTP) dependent on patient situation	Supervisor/Unit Dir.
☐	Report all instances of aggression via variance system and to your supervisor	Employee
☐	Implement proactive plans to build professional and personal relationships	Employee
☐	Utilize www.centracarewellness.com for stress solutions, which may include the My Stress Solutions program	Employee
☐	Be aware of need for "down time" for reflection after one of the identified events – utilize the Chapel or other meditative areas and consider Spiritual Care Chaplains/Stephen Ministers (x54621) for individual consultation	Employee
☐	Understanding of need for personal time within Human Resource and Scheduling Guidelines	Employee