Reflections from the ED

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Western Health

Chair
ED Occupational Violence & Aggression Working Party
Occupational Violence in the ED

• The mother
• The husband
• The non-ED colleague
Elements involved in OV

1. Culture
2. Environment
3. Preparedness
4. Triggers
5. Prevention
6. Management
7. Documentation
8. Post-incident
Culture

Tolerance
Ambivalence
Acceptance
Culture

Tolerance
Ambivalence
Acceptance

Anger
Frustration
Cynicism
Culture

Tolerance
Ambivalence
Acceptance

Anger
Frustration
Cynicism

IT’S OUR JOB!
It’s our Job!
It’s our Job!

Common ≠ Normal
Common ≠ Safe
Familiar ≠ Complacent
It’s our Job!

Right Staff
Right Training
Right System

Common ≠ Normal
Common ≠ Safe
Familiar ≠ Complacent
Environment

Desirable

• Calm
• Quiet
• Comforting
• Empowered
• Informed
• Activities
Environment

Desirable
• Calm
• Quiet
• Comforting
• Empowered
• Informed
• Activities

Reality
• Chaotic
• Noisy
• Daunting
• Vulnerable
• Inexperienced
• Bored
Environment - BAR

What?
Where?
How?
Preparedness

• Obvious patients are easy

• Others need appropriate:
  • Notification
  • Alerts
  • Assessment of Risk Factors
  • Handover
# Preparedness

## Presenting History

<table>
<thead>
<tr>
<th>Referral from:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presenting History:</td>
</tr>
</tbody>
</table>

## Allergies

<table>
<thead>
<tr>
<th>BOC Alert:</th>
<th>YES / NO</th>
</tr>
</thead>
</table>

![Image of a table with columns for Presenting History and Allergies, and a highlighted BOC Alert section marked Yes/No.](image-url)
Preparedness - Risk Factors

- Mental Health: 41%
- Intoxication: 23%
- Delerium: 6%
- Behavioural: 12%
- Intellectual Impairment: 9%
- Other: 30%
Triggers

• NO Research

• Data collection difficulties
Trigger Data from WH

- Refusal of Rx: 7%
- Cigarettes: 7%
- Other: 15%
- Attempting to Leave: 23%
- Prolonged Length of Stay: 18%
- None: 30%
Early Detection & Prevention

• Most often manage the situation once out of control

• Pre-empting escalation?

• Proactive management?

→ BOC Chart
Trial BOC Chart

- Broset Violence Prediction Tool

**Confused**
- Obviously confused or disorientated

**Irritable**
- Easily annoyed or angered, intolerant

**Boisterous**
- Overtly noisy, shouts, slams doors

**Physical Threats**
- Threatening or intimidating stance or gestures

**Verbal Threats**
- Threatening or intimidating language

**Attacking Objects**
- Kicking, hitting, throwing, damaging objects
BOC Chart

<table>
<thead>
<tr>
<th>MANAGEMENT MATRIX</th>
<th>SCORE = 0</th>
<th>SCORE = 1-2</th>
<th>SCORE &gt;2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk of Violence: SMALL</td>
<td>No required interventions</td>
<td>Consider preventative measures</td>
<td>Ensure safety</td>
</tr>
<tr>
<td>Continue regular observations</td>
<td>Ensure personal safety</td>
<td>Plan for potential deterioration</td>
<td></td>
</tr>
<tr>
<td>Search EDIS (and Bosnet) for alerts for behaviours of concern</td>
<td>Call for help if required</td>
<td>As for moderate PLUS</td>
<td></td>
</tr>
<tr>
<td>Notify NIC if previous alerts for behaviours of concern</td>
<td>Consider more appropriate location and additional staff - security/special</td>
<td>CALL CODE GREY</td>
<td></td>
</tr>
<tr>
<td>NIC: Notify security</td>
<td>Consider Code Grey if appropriate</td>
<td>Notify admitting team of clinical risk</td>
<td></td>
</tr>
<tr>
<td>Offer oral medications</td>
<td>Document incident including triggers and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chart PRN medications for all patients displaying BOC</td>
<td>Attempt verbal deescalation if safe</td>
<td>Attempt verbal deescalation if safe</td>
<td></td>
</tr>
<tr>
<td>Assist nursing with preventing escalation</td>
<td>Offer oral medications if appropriate</td>
<td>Offer oral medications if appropriate</td>
<td></td>
</tr>
<tr>
<td>Be aware of all patients with alerts for behaviours of concern</td>
<td>Increase presence</td>
<td>Consider IV/IM sedation if unsuccessful</td>
<td></td>
</tr>
<tr>
<td>Liaise with beside nurse regularly</td>
<td>Attend Code Grey &amp; provide assistance as</td>
<td>Follow Rapid Sedation Guideline</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NIC: Notify Intensive Care Unit
PRN: As required
ED: Emergency Department
BOC: Behavioural Observation Criteria
### Behaviours of Concern Observations

<table>
<thead>
<tr>
<th>Score of 0 or 1 for Behaviour</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confused</td>
<td></td>
</tr>
<tr>
<td>Irritable</td>
<td></td>
</tr>
<tr>
<td>Belligerent</td>
<td></td>
</tr>
<tr>
<td>Physical Threats</td>
<td></td>
</tr>
<tr>
<td>Verbal Threats</td>
<td></td>
</tr>
<tr>
<td>Attacking Objects</td>
<td></td>
</tr>
</tbody>
</table>

**Total Score** (Maximum of 6)

<table>
<thead>
<tr>
<th>Management Matrix</th>
<th>Score = 0</th>
<th>Score = 1-2</th>
<th>Score &gt;2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Risk of Violence:</strong> Small</td>
<td>No required interventions</td>
<td>Consider preventative measures</td>
<td>Ensure safety</td>
</tr>
<tr>
<td>General</td>
<td>Continue regular observations</td>
<td>Ensure personal safety</td>
<td>Call for help if required</td>
</tr>
<tr>
<td>Nursing</td>
<td>Notify NIC if previous alerts for behaviours of concern</td>
<td>Notify NIC &amp; ED Medical Officer</td>
<td>Consider Code Grey if appropriate</td>
</tr>
<tr>
<td>Medical (ED)</td>
<td>Consider charting PRN medications for patients at risk of BOC</td>
<td>Chart PRN medications for all patients</td>
<td>Attempt verbal de-escalation if safe</td>
</tr>
<tr>
<td>Security</td>
<td>Be aware of all patients with alerts for behaviours of concern</td>
<td>Increase presence</td>
<td>Attend Code Grey &amp; provide assistance as needed</td>
</tr>
</tbody>
</table>

*On arrival, half-hourly until MO, then hourly as for other observations.*
Management

• Medications
• Physical Restraint
• Mechanical Restraint
• Process
• Security –v- Clinical Incident
• Multi-disciplinary Training
Documentation

- Security versus Clinical Incident
- Data Collection
- Comparison with Code Blue
Post-Incident

- Patient
- Staff
- Other patients/relatives
Challenge

1. Culture
2. Environment
3. Preparedness (including training)
4. Triggers
5. Early Detection & Prevention
6. Management (incl training)
7. Documentation
8. Post-incident
Challenge

1. Culture
2. Environment
3. Preparedness (including training)
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