

RISK MANAGEMENT: DE-ESCALATION/ESCALATION

ACTING OUT

AT EVERY PHASE:

- #1 = Empathic Listening (*MOST IMPORTANT TOOL*)
- Offer re-assurance/reality orientation
- Assist with recalling/identifying crisis prevention tools/activities
- Assist with use of tools/activities
- Add helpful strategies to the patient's plan

<u>CRISIS PHASE</u>	<u>BEHAVIORAL CUES</u>	<u>INTERVENTION SUGGESTIONS</u>
<p>ACTING OUT Crisis intervention</p> <ul style="list-style-type: none"> • <i>Supportive/FIRM containment</i> • <i>Assist with non-violent physical interventions (if needed)</i> • <i>Own room? Quiet room?</i> • FIGHT OR FLIGHT <i>MODE: extreme behaviors</i> • Code ORANGE • <i>Specialized Treatment Plan</i> • <i>5 minute checks??</i> 	<p>Physical Cues:</p> <ul style="list-style-type: none"> • Intense staring • Absent eye blink • Flushed • ↑ Vitals • Shaking • Chest pain • Nausea • Headache • Posturing <p>Emotional Cues:</p> <ul style="list-style-type: none"> • Angry • Hostile • Irrational • Scared/paranoia • Panic <p>Actions:</p> <ul style="list-style-type: none"> • Yelling/Screaming • Hitting/Pushing/Shoving • Pinching/Grabbing • Throwing things • Throw self on floor • Self-harm • Harm others • Attempting to elope 	<ul style="list-style-type: none"> • Code ORANGE • Remove audience • Direct to own room or quiet room <ul style="list-style-type: none"> ○ Time out in room • Concrete/clear instruction • Reality orientation & re-assurance <ul style="list-style-type: none"> ○ Explain situation & consequences • Decrease environmental stimulation • Offer PRNs • Give space • Restraint: Chemical or Physical? • 5 minute checks?? • Self-soothing techniques (if safe) <ul style="list-style-type: none"> ○ Weighted blanket? ○ Deep breathing? ○ Aromatherapy?

EXAMPLE: Problem identified: "Anxiety"

