

RISK MANAGEMENT: DE-ESCALATION/ESCALATION

TENSION REDUCTION

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><u>TENSION REDUCTION</u> Prevention/de-escalation focused</p> <ul style="list-style-type: none"> • <i>Supportive/EXPLORATORY containment</i> • <i>Assist with identification of helpful strategies</i> • <i>Sensory room? Own room? or Quiet room?</i> • <i>Code SAM</i> • <i>Specialized Treatment Plan</i> • <i>5 minute checks??</i> 	<p><u>Physical Cues:</u></p> <ul style="list-style-type: none"> • Restless • Exhaustion/tired • Cold or Sweating • Tremulous • Shallow breathing • ↑ vitals • c/o heart pounding • Butterflies/stomach ache • Jittery • Headache <p><u>Emotional Cues:</u></p> <ul style="list-style-type: none"> • Withdrawn • Labile • Panicky • Sad • Fearful • Irritable • Poor concentration • Teary-eyed/Crying <p><u>Actions:</u></p> <ul style="list-style-type: none"> • Pacing • Crying • Help seeking • Low frustration tolerance • Low tolerance for environmental stimulation • Rocking • Fidgety • Laying down 	<ul style="list-style-type: none"> • Work on re-building rapport/trust • Time out in room • Low stimulation environment • Sensory room use • Deep breathing • Talk with staff/peers • Music (if safe) • Hot shower/bath • Weighted blanket • Aromatherapy • Beanbag tapping • Stress balls/fidgets • Distraction techniques • Self-soothing techniques • Use of rocking chair/glider • 5 minute checks?

EXAMPLE: Problem identified: "Anxiety"

