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

<table>
<thead>
<tr>
<th>CRISIS PHASE</th>
<th>BEHAVIORAL CUES</th>
<th>INTERVENTION SUGGESTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention/de-escalation focused</td>
<td>• Physical</td>
<td>• Work on re-building rapport/trust</td>
</tr>
<tr>
<td>• Supportive/EXPLORATORY containment</td>
<td>• Emotions</td>
<td>• Time out in room</td>
</tr>
<tr>
<td>• Assist with identification of helpful strategies</td>
<td>• Actions</td>
<td>• Low stimulation environment</td>
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<tr>
<td>• Sensory room? Own room? or Quiet room?</td>
<td></td>
<td>• Sensory room use</td>
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<tr>
<td>• Code SAM</td>
<td></td>
<td>• Deep breathing</td>
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<tr>
<td>• Specialized Treatment Plan</td>
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<td>• Talk with staff/peers</td>
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<tr>
<td>• 5 minute checks??</td>
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<td>• Music (if safe)</td>
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</tbody>
</table>

Physical Cues:
• Restless
• Exhaustion/tired
• Cold or Sweating
• Tremulous
• Shallow breathing
• ↑ vitals
• c/o heart pounding
• Butterflies/stomach ache
• Jittery
• Headache

Emotional Cues:
• Withdrawn
• Labile
• Panicky
• Sad
• Fearful
• Irritable
• Poor concentration
• Tear-y-eyed/Crying

Actions:
• Pacing
• Crying
• Help seeking
• Low frustration tolerance
• Low tolerance for environmental stimulation
• Rocking
• Fidgety
• Laying down

Example: Problem identified: “Anxiety”

Calm

<table>
<thead>
<tr>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calm/relaxed</td>
<td>☺</td>
<td>pre-anxiety</td>
<td>☺</td>
<td>anxious/frustrated</td>
<td>☺</td>
<td>defensive</td>
<td>☺</td>
<td>Outbursts</td>
<td>☺</td>
<td></td>
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</tbody>
</table>

Feel good
Peaceful

Body feels tense
Pre-occupied

Muscle aches
Ruminating thoughts

Headache
Angry thoughts

Yell or cry

------------ Increased loss of self-control →

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