

RISK MANAGEMENT: DE-ESCALATION/ESCALATION

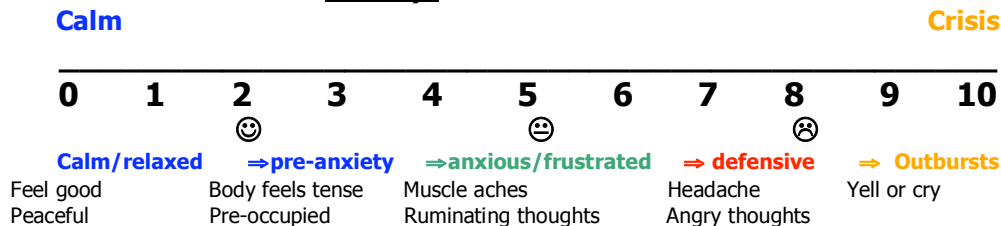
DEFENSIVE

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>DEFENSIVE</u> Crisis intervention</p> <ul style="list-style-type: none"> • <i>Supportive/DIRECTIVE containment</i> • <i>Supportive limit setting</i> • <i>Assist with use of tools/de-stim.</i> • <i>Sensory room? Own room?</i> • <i>Silent Code</i> 	<p><u>Physical Cues:</u></p> <ul style="list-style-type: none"> • Glaring/Decreased blinking • Clenched jaw/teeth • Flushed • Restless/Shaking • ↑ Muscle tension • Sweating • Nausea • Headache • Tremulous • Shallow breathing • ↑ vitals • c/o heart pounding <p><u>Emotional Cues:</u></p> <ul style="list-style-type: none"> • Angry • Fearful • Negativism • Crying • Withdrawn • Panicky • Sad • Irritable <p><u>Actions:</u></p> <ul style="list-style-type: none"> • Pacing • Challenging/Threatening • Belligerent/Demanding • Swearing • Slam door • Refuse treatment • Intrusive • Hoarding • Throw self on floor • Attempting to elope 	<ul style="list-style-type: none"> • Talk with staff/Assist with problem solving • Directive limit setting • Remove audience • Offer PRNs • Give space • Take a time out/decrease environmental stim • Weighted blanket • Deep breathing • Use of rocking chair/glider • Journal • Music (if safe) • Hot shower/bath • Aromatherapy • Distraction techniques • Self-soothing techniques • Exercise • Silent code

EXAMPLE: Problem identified: "Anxiety"



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