

RISK MANAGEMENT: DE-ESCALATION/ESCALATION

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>GENERAL APPROACH</u>
<u>CALM/PRE-ANXIETY</u>	Prevention focused <ul style="list-style-type: none"> • <i>Supportive/EXPLORATORY</i> containment • <i>Assist with identification of helpful strategies</i> • <i>Sensory room</i>
<u>ANXIETY</u>	Prevention/de-escalation focused <ul style="list-style-type: none"> • <i>Supportive/EXPLORATORY</i> containment • <i>Assist with identification of helpful strategies</i> • <i>Sensory room</i>
<u>DEFENSIVE</u>	Crisis intervention <ul style="list-style-type: none"> • <i>Supportive/DIRECTIVE</i> containment • <i>Supportive limit setting</i> • <i>Assist with use of tools/de-stim.</i> • <i>Sensory room? Own room?</i>
<u>ACTING OUT</u>	Crisis intervention <ul style="list-style-type: none"> • <i>Supportive/FIRM</i> containment • <i>Assist with non-violent physical interventions (if needed)</i> • <i>Own room? Quiet room?</i>
<u>TENSION REDUCTION</u>	Re-establish rapport <ul style="list-style-type: none"> • <i>Assist with use of strategies</i> • <i>Supportive limit setting</i> • <i>Assist with use of tools/de-stim.</i> • <i>Sensory room? Own room?</i>

EXAMPLE: Problem identified: "Anxiety"

Calm

Crisis

0	1	2	3	4	5	6	7	8	9	10
		☺			☹			☹		
Calm/relaxed		⇒ pre-anxiety		⇒ anxious/frustrated		⇒ defensive		⇒ Outbursts		
Feel good		Body feels tense		Muscle aches		Headache		Yell or cry		
Peaceful		Pre-occupied		Ruminating thoughts		Angry thoughts				

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