



CLINICAL POLICY

Assistance Requested Behavioral Intervention

A. EFFECTIVE DATE:

August 12, 2020

B. PURPOSE:

A Response Policy for Behavioral Health Emergencies

To provide guidelines for utilizing a team approach to crisis intervention that will protect both patients and staff, maintaining therapeutic relationships to the greatest extent possible.

C. POLICY:

Staff seeking assistance in de-escalating and supporting people in behavioral crisis, while maintaining a safe environment for patients and staff, should activate the Assistance Requested, Behavioral Intervention team by calling the hospital operator at x7777.

D. SCOPE :

This policy applies to all inpatient units and hospital-based outpatient areas attached to the main building. To activate alert call X7777.

E. DEFINITIONS:

1. Assistance Requested, Behavioral Intervention – UConn Health’s term for a behavioral health emergency response.
2. **Verbal Intervention Techniques** – May include active listening, setting limits, support techniques and problem solving.
3. **Physical Intervention Techniques** – May include supportive holds and/or restraint techniques to manage dangerous behavior, as per non-violent crisis training. Only as a last resort, such techniques should be used with least restrictive measures and in response to keeping the patient and others safe.

F. MATERIAL(S) NEEDED:

None

G. PROCEDURE:

1. A designated staff member will dial x7777 requesting an Assistance Requested, Behavioral Intervention activation and inform the operator of the location of the required intervention. The staff member will also ask the operator to page the Licensed Independent Practitioner (LIP) assigned to the patient and alert Pharmacy.
2. The operator will enter “Assistance Requested, Behavioral Intervention + Location” on the beeper system.

3. An internal Assistance Requested, Behavioral Intervention team will respond to the patient care area to assist patient care staff with safety interventions.
4. On all locked units, the staff member activating the response will ensure that the team can enter the unit.
5. The Assistance Requested Behavioral Intervention team will attempt to secure the safety of the patient through use of verbal techniques and then physical intervention if needed.
Assistance Requested, Behavioral Intervention team responders include:
 - a. RN and Licensed Independent Practitioner (LIP) assigned to the patient.
 - b. Nurse Manager or Nursing Supervisor
 - c. Security Officers and UCPD Police Supervisor
 - d. Designated Float Pool aide carrying Assistance Requested, Behavioral Intervention beeper.
 - e. Psychiatry crisis clinician and Psychiatry staff responders
 - f. Psychiatric Resident
 - g. Member of patient's primary treatment team
6. Unit staff will document the significant event in the electronic medical record (EMR) and, if applicable in the restraint log. EMR documentation in the medical record will include:
 - a. Description of patient behavior
 - b. Alternative measures considered/attempted
 - c. Interventions implemented
 - d. Patient's response to interventions
7. Post crisis:
 - a. The team leader will verbally debrief and dismiss the Assistance Requested, Behavioral Intervention team members when safety concerns have subsided
 - b. Member of patient's primary treatment team will notify the attending MD if not present
 - c. The Psychiatry Resident will notify Psychiatry Attending or designee
 - d. The Supervisor/Nurse Manager will complete a Post Assistance Requested, Behavioral Intervention form located under forms on the nursing web page
8. Assistance Requested, Behavioral Intervention Team roles:
 - a. Leader identifies him/herself
 - Patient's primary RN, MD
 - Assesses and implements appropriate level of intervention considering alternative and least restrictive interventions
 - Requests application of restraints if other alternatives are ineffective
 - Documents events in patient's EMR
 - b. Nursing Manager of area and/or Nursing Supervisor
 - Obtains additional resources as needed
 - The Supervisor/Nurse Manager will complete a Post Assistance Requested, Behavioral Intervention form

- c. Designated Float Pool Aide
 - Gathers restraint equipment
 - Provides care at the direction of the team leader as delegated
 - Assists in the application of restraints as directed

- d. UCHC Security Officers
 - Secures area
 - Provides security for patient and staff at the direction of the team leader
 - Assists in the application of restraints as directed
 - UConn Police will intervene when events are deemed criminal actions

- e. Psychiatric Crisis Clinician (8am-12:30am) and Behavioral Intervention Team Responders
 - Provides Care at the Direction of the team leader
 - Assists in application of restraints as directed

- f. Psychiatric Resident or Licensed Independent Practitioner (LIP) on Psychiatry Service
 - Provides consultation and offers recommendation for medication and physical management of patient

H. ATTACHMENTS:

[Post Behavioral Intervention Debriefing Form](#)

I. REFERENCES:

None

J. SEARCH WORDS:

Behavioral intervention, Code Strong, Assistance requested, patient disturbance

K. ENFORCEMENT:

Violations of this policy or associated procedures may result in appropriate disciplinary measures in accordance with University By-Laws, General Rules of Conduct for All University Employees, applicable collective bargaining agreements, the University of Connecticut Student Code, other applicable University Policies, or as outlined in any procedures document related to this policy.

L. STAKEHOLDER APPROVALS:

On File

M. COMMITTEE APPROVALS:

Behavioral Intervention Committee

N. FINAL APPROVAL:

- | | |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 1. <u>Andrew Agwunobi, MD, MBA (Signed)</u>
Andrew Agwunobi, MD, MBA
UConn Health Chief Executive Officer | <u>08/26/2020</u>
Date |
| 2. <u>Anne D. Horbatuck, RN, BSN, MBA (Signed)</u>
Anne D. Horbatuck, RN, BSN, MBA
Clinical Policy Committee Co-Chair | <u>08/26/2020</u>
Date |
| 3. <u>Scott Allen, MD (Signed)</u>
Scott Allen, MD
Clinical Policy Committee Co-Chair | <u>08/26/2020</u>
Date |
| 4. <u>Caryl Ryan, MS, RN (Signed)</u>
Caryl Ryan, MS, RN
VP Quality and Patient Service & Chief Nursing Officer | <u>08/26/2020</u>
Date |

O. REVISION HISTORY :

New Policy Approved: 08/09

Revisions: 11/12, 9/17, 11/19, 8/2020