

LOS ANGELES GENERAL MEDICAL CENTER POLICY

Subject: VIOLENT PATIENT ALERT	Original Issue Date: 7/19/19	Policy # 959
	Supersedes: 7/19/19	Effective Date: 11/15/22
Departments Consulted: Department of Nursing Department of Clinical Social Work Hospital Administration Office of Risk Management Health Information Management	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Officer	Approved by: (Signature on File) Chief Information Officer (Signature on File) Chief Executive Officer

PURPOSE

To define staff roles in placing an Alert when a patient becomes physically violent or threatens physical violence.

DEFINITIONS

Threatening Behavior: includes any of the following which could be considered a potential criminal offense: (1) a verbal threat of serious bodily harm directed at a staff member, patient, family member, or visitor from someone with the means to carry out the threat; (2) attempted or actual physical touching of a staff member, patient, family member, or visitor in a manner that could cause injury; (3) brandishing a weapon; (4) using another object as a weapon with the apparent intent to cause serious bodily harm to a staff member, patient, family member, or visitor; or (5) engaging in any other unlawful or perceived violent behavior that reasonably causes a staff member, patient, family member, or visitor to believe their safety is at immediate risk.

Electronic Health Record Alert: “Pop-up” box that appears when a name and MRN is entered into the electronic health record on any patient who has had an Alert attached to his or her electronic health record. This EHR Alert is not considered part of the Medical Record.

POLICY

It is the policy of Los Angeles General to protect employees, patients, and visitors from serious threats of violence. Raising an Alert in the Electronic Health Record (EHR) will warn coworkers of a potentially violent patient.

PROCEDURE

A violent patient alert is set in the EHR by using the Complex Care Plan power form.

Access the form: This form is found under the Ad Hoc tab on the banner bar. You access to the form by clicking ‘Ad hoc’, ‘All items’ and ‘Care Plan’ (see job aid attached). The first text box on this form services as the “Pop-up” box that will flag this patient as a safety risk. Type in the nature of the patient’s behavior: Physically assaultive patient, verbally threatening patient. Provide the date of the interaction with the patient.

Raise the flag: Go to Nursing PM Conversation and find the “Complex Plan Alert” drop down and select “Yes” then click ‘Complete.’ With the alert set to yes, users will get a pop-up alert the first time they open the chart in a 24hour period.

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If in the future the patient's behavior has been felt to have been resolved due to long-term changes in psychosocial or medical condition, the flag may be turned off by clicking "No" in the "Complex Plan Alert" dropdown as above.

RESPONSIBILITY

All staff

ATTACHMENTS

Amendment A – Current ORCHID Job Aid

REFERENCES

Threat Management "Zero Tolerance" Policy, Health Services No. 792
Event Notification Guidelines, Los Angeles General Medical Center
Policy No. 300
Security Assessment Program Policy, Los Angeles General Medical Center Policy No. 642
Firearms: Possession of Concealed or Loaded, Los Angeles General Medical Center Policy No. 652
Uses and disclosures requiring an opportunity for the individual to agree or to object,
45 C.F.R. 164.510 (a) - Uses and disclosures for which an authorization or opportunity to agree
or object is not required
45 C F.R. 164.512 (f)(l)(i)
California Civil Code 56.10 California Health & Safety Code 1257.7(d).

REVISION DATES

November 15, 2022