

Behavioral Issue

[WPV Brochure](#) and [Workplace Violence Prevention Plan](#)

Person in Crisis:
Physically Abusive, or Violent,
or Danger to Self or Others

- **Attempt to de-escalate**
- **Ensure safety of self and others**
- Call For Appropriate Code
- If weapons are involved, call **CODE SILVER** x 551
- Call Sheriff (X57042)

INPATIENTS ONLY
CODE GOLD
X544

**OUTPATIENTS,
VISITORS, OR
WORKFORCE**
CODE GRAY
x551

- FOR GUIDANCE OR CRITERIA FOR 5150:
- Call psychologist (x58181) or
 - CSW (X57867) or
 - House Supervisor (X56211)

- Defensive/Verbally Abusive:**
- **Attempt to de-escalate**
 - Set simple and clear limits
 - Attempt to resolve patient's concerns
 - Remove audience
 - **Ensure safety of self/ others**
 - Notify Supervisor as needed
 - Call Sheriff as need (x57042)
 - Enter an **Event Report**
- If Unsuccessful, follow the steps for "Person in Crisis"

- INPATIENT/OUTPATIENT**
- Notify Physician as needed
 - Document the "Behavioral Notes" in the medical records.
 - For Inpatient, consider **Golden Hand Protocol**
 - Fill out **Behavior Alert Form** as applicable

- Visitor**
- Initiate **visitor restriction** if appropriate

- Workforce Member**
- Notify Immediate Supervisor:
 - Notify HR
 - Follow CPOE or **Elevate** as applicable

SUPERVISORS: Post Incident Response

- Provide immediate assistance/support
 - Determine appropriate level of post-incident debriefing (i.e. Unit huddle, counseling, etc.).
 - Refer to **EAP** or **H3**
 - Follow CPOE or **Elevate** as applicable
 - Initiate **Golden Hand Protocol** as applicable
- Complete Applicable Forms:**
- Event Report**
 - Behavior Alert Form**
 - Security Incident Report (SIR)** if law enforcement was involved.
 - IA Form** as needed
 - Affidavits**, when appropriate.
 - Visitor Restriction** as applicable

- EMPLOYEE(S) AFFECTED:**
- ### Post Incident Response
- Ensure all persons involved in the incident receive appropriate care.
 - If patient related, document the "Behavioral Notes" in the medical records.
 - Consider resources for support/ **Employee Assistance Program (EAP)** or **Helping Healer Heal (H3)**