

ADMINISTRATIVE POLICY AND PROCEDURE

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Subject: CODE GRAY - COMBATIVE PERSON

Policy No.: B814.4

Supersedes: January 25, 2020

Review Date: May 8, 2023

Origin Date: September 22, 2016

Revision Date:

PURPOSE:

The purpose of this policy is to provide a process for handling aggressive, combative, violent, or abusive behavior that is displayed by outpatients, visitors or workforce members (not inpatients).

POLICY:

It is the policy of the Department of Health Services (DHS) to provide a healthy and safe environment for patients, visitors, as well as our workforce members. DHS will initiate actions to protect all individuals within our DHS hospitals and health facilities in the event of a Code Gray incident.

DEFINITIONS:

Workforce Members: County staff, contract staff, and all categories of volunteers.

PROCEDURE:

- 1) In the event of aggressive, combative, violent, or abusive behavior that is displayed by outpatients, visitors, workforce members or other individuals, staff will implement facility standardized procedure for Code Gray.
- 2) Code Gray response will be managed by the facility Los Angeles Sheriff Department (LASD) staff that will respond and assume responsibility for the situation.
- 3) Activate the Code Gray by calling the hospital's LASD at ext. 551 or the LASD dispatcher. The LASD dispatcher will notify the operator who will contact the following:
 - JPI and Outpatient security
 - Hospital Administration
 - Nursing Administration
 - Nursing Resource Office (NRO) to ensure the hospital charge is aware of the incident
- 4) The workforce member should be prepared to provide the following information to the LASD dispatcher:
 - Location of the combative individual
 - Number of individuals involved
 - Direction of travel
 - Physical description of the combative individual (gender/race/age)
 - Number of potential victims at the location
- 5) Workforce members will protect themselves and provide assistance to victim(s).
 - a. Call a second person for help

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Approved By:

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- b. Add distance/barriers between the victim and the assailant
- c. Obtain medical assistance if necessary

KEY POINT: The code **will not** be overhead paged.

DOCUMENTATION:

- 1) A Security Incident Report (SIR) is completed by Manager/Supervisor/ designee and submitted as indicated on the form. Any injury to a workforce member, outpatient, or visitor must be reported on the SIR form.
- 2) Complete event notification
- 3) If the disturbance occurs in a clinical treatment area, (e.g. outpatient clinic or therapy area) and involves a patient, it should be documented in the patient's medical record.

TRAINING:

Workforce members that provide patient care or interact with the public will receive education and training on a continuing basis as appropriate to their job responsibilities and the relative risk to violence that includes the following:

- 1) General safety measures
- 2) Personal safety measures
- 3) Characteristics of aggressive and violent patients and victims
- 4) Verbal and physical maneuvers to diffuse and avoid violent behavior

REFERENCES:

California Code of Regulations, Title 19 Section 9.27

California Code of Regulations, Title 22, Section 70743

California Code of Regulations, Title 8, Section 3342

Department of Health Services, Threat Management "Zero Tolerance Policy" #792

Los Angeles County Sheriff's Department Policy and procedures Manual Section #5-06/105.00 Tactical Incidents/and Rapid Response Procedures

California SB 1299 Section 64-1.8 Workplace violence prevention plans: hospitals