

ADMINISTRATIVE POLICY AND PROCEDURE

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Subject: PRE-ADMISSION/CLINIC VISIT PLANNING FOR PATIENTS WHO HAVE BEHAVIOR ISSUES **Policy No.:** B512.1

Supersedes: September 12, 2022

Review Date: August 22, 2023

Origin Date: May 10, 2002

Revision Date: August 22, 2023

PURPOSE:

To provide for the safety of the patient, other patients, employees, and visitors.

To identify patients who have demonstrated difficulty with behavioral compliance with expected appropriate behavior.

To ensure that we have appropriate plans in place, prior to the patient's clinic visit or admissions, which are intended to assist identified patient's compliance with rules and appropriate behavior.

POLICY:

Rancho Los Amigos National Rehabilitation Center will assist patients in efforts to comply with appropriate behavior when in the medical center. We will establish plans in advance of clinic visits and/or admissions intended to achieve compliance and to best ensure for the safety of the patient, other patients, staff, and visitors.

DEFINITIONS:

Patient behavioral issues for which the clinical team should evaluate and consider for completion of Behavioral Alert Form (attachment) include but are not limited to:

1. Violence (physical and verbal)
2. Threats (physical and verbal)
3. Noncompliance which could cause harm to the patient or others
4. Abusive behavior

PROCEDURE:

I. POST-DISCHARGE OR POST CLINICS VISIT

For any admission or clinic visit at which significant patient behavioral issues were identified

II. INPATIENTS

- A. At the time of the last Clinical Team Meeting prior to the patient's discharge, the treating team will make recommendations and plan for the next visit or admission. Recommendations may include behavioral contract, psychological consultation, care plan meeting, need for additional staff presence or Sheriffs, etc.).

Revised: 4/13, 2/19, 9/22, 8/23

Reviewed: 4/13, 2/19, 9/22, 8/23

Approved By:

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1. Treatment member familiar with the patient and the circumstances/behaviors of concerns (e.g., social worker, psychologist, nurse, physician, PT, OT, SP and/or case manager) will complete the Patient Behavior Alert Form (see attached) and forward it to the Chief of Social Work (for Social Workers or Case Managers), or the Chief of Psychology (for Psychologists). Staff should provide sufficient detail and behavioral descriptions of the behavior to allow for review, providing available documentation. Staff may also need to complete SI events and other reporting as indicated.
2. The Chief of Social Work or the Chief of Psychology in collaboration with other staff will evaluate the appropriateness of the request and determine if information should be entered into to the Orchid for a Behavioral Alert Pop up.
3. If the behaviors(s) warrant entry into the Complex Care Plan of Orchid, the Chief of Social Work or Chief of Psychology will validate (check) the appropriate warning from the Behavioral Dictionary.

See Behavior Dictionary on the last page of the policy and procedure.

4. The Chief of Social Work or Chief of Psychology will assure that all other appropriate portions of the form are complete (e.g. dates, nature of issues, future recommendations). Behavioral Alert Forms should be returned to the staff if insufficient information is reported to allow for review of the clinical/behavioral circumstances.
5. The Patient Behavior Alert form will then be provided to the Social Work Office clerical staff and they will enter the Behavioral Dictionary Item Statement, which is checked, into the Clinical Circumstances Behavior Narrative Field.
6. The original and signed Patient Behavior Alert Form will be maintained on file in the Psychology Department Office.
7. The Social Work Department will notify the Admission Office and Ambulatory Care Office when information is entered into the Clinical Circumstances Behavior Field for a new patient.
8. The Admissions Office and Ambulatory Care Office will print out the alphabetical listing report to assure awareness of this patient for future admissions and/or clinic visits on a weekly basis.
9. An Ad-Hoc Committee consisting of Psychology, Patient Advocate, Social Work will convene at the discretion of the Chief of Social Work or Chief of Psychology, to determine the appropriate dispensation of the patient, review the trends and possible actions to address.

III. OUTPATIENTS

1. When a patient is identified in the clinic who has had problem behavior, the clinic practitioners (Physician, Nursing Staff, etc.) will make recommendations and planning for the next visit or admission. Recommendations may include behavioral contract, psychological consultation, care plan meeting, etc.) and will be decided on individual cases to address the specific situations accordingly.

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2. If restrictions or conditions appear warranted, contact the Psychologist Department, Social Work Office, or Outpatient Case Manager.
3. Complete steps 2 - 8 as listed under INPATIENTS.

IV. Complex Care Plan MONITORING

A. PRE-SCHEDULED ADMISSIONS AND CLINIC VISITS

1. CARO and Ambulatory Care Services will view the Orchid Inpatient or Outpatient Behavior Report, which will be printed and emailed weekly to the relevant stakeholders. This report will list any patient who has information entered into the Orchid, Clinical Circumstances, Behavior Field, who is scheduled for a clinic visit or admission within the next 14-day period.
2. For planning and supportive purposes, if any patients with behavioral issues are on the list as scheduled for admission or a clinic visit CARO/Ambulatory Care Services will notify Social Work Office.

Patient Name

Rancho #

Date of Clinic Visit or planned Admission

B. SAME DATE ADMISSIONS OR CLINIC APPOINTMENTS

1. Any CARO/Ambulatory Care Services staff who are scheduling a patient for same day admission or clinic visit will review the Behavior Patient Report which will list all patients (alphabetically) for whom information was entered into the Orchid, Clinical Circumstances, and Behavior Field.
2. If the patient scheduled for a same day admission or clinic visit is listed on the report, the scheduling staff will coordinate with the Social Work Office prior to any admission or clinic visit.
3. The Psychology Department Office staff will review and maintain the Patient Behavior Alert Form.
4. The Social Work Office staff will contact the rancho staff/disciplines listed on the form and assist appropriate staff in implementing actions needed to address the patient's behavioral issues prior to the admission or clinic visit.
5. When CARO or Ambulatory Care Services will communicate with the Social Work Office, Social Work will advise them as to what further assessment/actions are needed before the admission/clinic visit.
6. CARO/Ambulatory Care Services will complete the admission/appointment process.

Please reference Administrative Policy and Procedure B512, Problem Patient Behavior for information on dealing with inappropriate patient behavior.

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V. CLINICAL BEHAVIOR DICTIONARY:

Needs special care plan: Contact Social Work.

Psychological Consultation Required: Contact Psychology.

Contact Public Safety Police prior to clinic visit or admission for monitored visit and Contact Social Work.

Behavioral Contract/Team Planning Meeting Needed Contact Social Work or Psychology

Deny Admission and/or Clinic Visit: Due to being unable to meet the needs of the patients i.e., Rancho does not have LPS Certification and unable to place patients on 5150 Hold status, and the inability to house patients on 5150 hold status (danger to self, danger to others, grave disability).

The appropriate dictionary selection will be used to enter data into the Orchid, Clinical Circumstances, Behavior Field.

ATTACHMENT

Behavioral Alert Form

BEHAVIORAL ALERT

Patient Name:	MRUN:	Service or Clinic:
Primary Medical Diagnosis:	Psychiatric Diagnosis:	
CHECK ALL ITEMS THAT APPLY:		
<input type="checkbox"/> Threats towards Patients, Staff, or Visitors <input type="checkbox"/> Physical or Violent Behavior towards Patients, Staff or Visitors <input type="checkbox"/> Contraband use or possession including illicit drugs or unauthorized objects/weapons <input type="checkbox"/> Self-Harm or Self-Injury or Suicide Attempt	<input type="checkbox"/> Non-Compliance with Medical Treatment <input type="checkbox"/> Non-Compliance with Unit or Hospital Rules <input type="checkbox"/> Missing caregiver for Patients requiring to be accompanied during clinic appointments. <input type="checkbox"/> Patient Requests Security Measures During Clinic Visits <input type="checkbox"/> Other: _____	
Narrative Description of Specifics of Patient Behavior Include specific incidences, precipitating event, dates and <u>attach supporting information/notes:</u>		
Team Plan for Future Management:		
Clinical Team Members Making Recommendations:		
Name/Title	Contact Number	
Persons to be Contacted Prior to Admission or Clinic:		
<input type="checkbox"/> Campus Sheriff/ Security	<input type="checkbox"/> Psychologist	<input type="checkbox"/> Others _____

FAX the Completed Form to Psychology Department at 562-385-6678
And email to Dr. Aida Saldivar (asaldivar@dhs.lacounty.gov)
Contact Psychology Department at X58181 for Questions