



**Los Angeles County Department of Health Services**

<b>Policy &amp; Procedure Title:</b>		Code Gray – Combative Person	
<b>Category:</b>	300-399 Operation Policy	<b>Policy No.:</b>	321.101
<b>Originally Issued:</b>	2/1/2016	<b>Update (U)/Revised (R):</b>	
<b>DHS Division/Unit of Origin:</b>	Quality Improvement and Patient Safety		
<b>Policy Contact – Employee Name, Title and DHS Division:</b>			
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<b>Distribution: DHS-wide</b> <input checked="" type="checkbox"/>	<b>If not DHS-wide, other distribution:</b>		

**PURPOSE:**

The purpose of this policy is to provide a process for handling non-clinical aggressive, combative, violent, or abusive behavior that is displayed by non-inpatients including outpatients, visitors, and workforce members.

**POLICY:**

In the event of aggressive, combative, violent, or abusive behavior that is displayed by non-inpatients, including outpatients, visitors, and workforce members, staff will implement facility standardized procedure for Code Gray.

**PROCEDURE:**

Code Gray response will be managed by the Sheriff who will respond and assume responsibility for the situation.

Staff will protect self and provide assistance to victim(s)

1. Call a second person for help
2. Add distance/barriers between the victim and the assailant
3. Obtain medical assistance, if necessary.

Documentation

A Security Incident Report (SIR) is to be completed by the Supervisor/Manager and submitted as indicated on the form (attached). Any injury to workforce member, patient, or visitor must be reported on the Security Incident Report.

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*The mission of the Los Angeles County Department of Health Services is to ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.*

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Revision/Review Dates:  
 Department Head/Designee Approval:

If the disturbance occurs in a clinical treatment area (e.g., outpatient clinic, Emergency Room, inpatient unit) and involves a patient, it should be documented in the patient's medical record.

### Training

Workforce members in high risk areas such as the Emergency Room, Psychiatric Emergency Room, and Inpatient Psychiatric Units, 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

### **ATTACHMENTS/FORMS:**

Office of Security Management/Chief Executive Office Security Incident Report (SIR)

### **REFERENCE(S)/AUTHORITY:**

DHS Policies:

- 321.100 Violent and Non-Violent Restraint and Seclusion
- 321.102 Code Gold – Behavior Response Team Activation
- 905.000 Emergency Codes Policy