



Los Angeles County Department of Health Services

Policy & Procedure Title:		Code Gold – Behavior Response Team Activation	
Category:	300-399 Operation Policy	Policy No.:	321.102
Originally Issued:	7/27/2016	Update (U)/Revised (R):	
DHS Division/Unit of Origin:	Quality Improvement and Patient Safety		
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Distribution: DHS-wide <input checked="" type="checkbox"/>	If not DHS-wide, other distribution:		

PURPOSE:

The purpose of this policy is to provide a process for handling aggressive, combative, violent, or abusive behavior that is displayed by emergency room patients and inpatients.

DEFINITION(S):

Behavior Response Team – A team of specially trained, certified, licensed and non-licensed workforce members who will provide 24 hour coverage to assist patients regain control when exhibiting violent or aggressive behavior toward staff, patients, or others. The role of the Behavior Response Team is to provide control and de-escalation of the situation through the use of least restrictive alternatives, in a collaborative effort among all team members.

Least Restrictive Alternatives – Interventions used to minimize or avoid the use of restraints e.g. time-out, redirections, de-escalation, verbal contracting, patient education family involvement increased observation, administration of medications considered standard treatment for clinical condition.

Los Angeles Sheriff Department (LASD) Personnel – LASD directly employed staff or contract security personnel working under the authority of LASD personnel.

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 Gold incident.

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.

Revision/Review Dates:
Department Head/Designee Approval:

PROCEDURE:

In the event of aggressive, combative, violent, or abusive behavior that is displayed by emergency room patients and inpatients, staff will implement facility standardized procedure for Code Gold.

Code Gold response will be managed by the facility Behavior Response Team and LASD personnel will respond on a standby basis. The Behavior Response Team shall use Crisis Prevention Institutes (CPI) Non-Violent Crisis Intervention techniques. If the situation escalates and the patient cannot be controlled safely by the Behavior Response Team and/or an assault or other crime has occurred or is imminent the Behavior Response Team leader will request that the LASD personnel assume control of the situation. The LASD personnel will act in a law enforcement capacity using appropriate law enforcement techniques and equipment in accordance with LASD' own policies and procedures. In addition, once the emergency is under control, LASD personnel shall exercise the normal discretion according to law enforcement personnel and practices and determine the appropriate disposition of the patient (e.g. whether to remove the patient to another venue or to turn over custody of the patient back to the health care team). LASD personnel shall ensure the incident and actions taken are documented in its Use of Force Report Form.

In the event that the patient remains in custody of LASD personnel, LASD personnel shall provide written notification to appropriate medical staff.

The Behavior Response Team leader will conduct a debriefing with Behavior Response Team members, ward clinical staff and LASD personnel.

Documentation

- Patients Care Plan should be modified to ensure the safety of patient, including appropriate behavioral management and consultations.
- Medical Record should reflect
 - Circumstances that led to the need for a Code Gold
 - Interventions attempted
 - Restraint and Seclusion Documentation (per DHS Policy 321.100)
- The supervisor in the area where the incident occurred will ensure that a Security Incident Report (SIR) is completed by the Behavior Response Team leader and submitted to the Board of Supervisors, Executive Office Security Operations Unit within 24 hours of an event that:
 - Results in a physical act of violence against the employee during the use of least restrictive alternatives; or,
 - Control is assumed by LASD personnel; or,
 - Requires medical treatment of the employee responder as a proximate result of the event; or,
 - Results in a significant injury to the patient as a result of the event

Training

Prior to Code Gold, Behavior Response Team members will receive training and demonstrate competency in:

- Non-Violent Physical Crisis Intervention
- Restraint Application
- Restraint and Seclusion Protocol
- Care of Patients in Restraints and Seclusion
- Restraint Documentation

ATTACHMENTS/FORMS:

Use of Force Report Form
Security Incident Report (SIR) Form

REFERENCE(S)/AUTHORITY:

DHS Policies
321.100 Violent and Non-Violent Restraint and Seclusion
321.101 Code Gray – Combative Person
905.000 Emergency Codes Policy