

***VALLEYCARE***  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**POLICY & PROCEDURE**

**NUMBER: 88**  
**VERSION: 2**

**SUBJECT/TITLE:** PROBLEMATIC PATIENT CONSULTATION

**POLICY:** ValleyCare shall have a Problematic Patient Consultation team.

**PURPOSE:** To ensure that all ValleyCare staff have access to support, guidance, and intervention from a Problematic Patient Consultation team.

**DEPARTMENTS:** All.

**DEFINITIONS:** A Problematic Patient is defined as a patient whose behavior evokes feelings of frustration, fear, and anger in the provider or staff member. Examples of these behaviors:

- Repetitive verbal or physical abuse
- Unable to be satisfied
- Noncompliance as a bargaining tool
- Manipulative
- Excessive non-compliance
- Inappropriate use of controlled substances
- Other patterns of behavior that represent excessive lack of respect or responsibility on the part of the patient.
- Litigious threats
- Or any unresolved conflict between staff and patient which compromises optimal care delivery.

**PROCEDURE:** A. Consultations

1. Any staff (physician, nurse, ancillary staff, etc.) can ask for a consultation.
2. The procedure for obtaining a consult is as follows:
  - a. Call Risk Management at extension 3026 for consultation
  - b. Risk Management administrative staff will screen with the following criteria:
    - (1) Have you discussed with your supervisor (Chain of command)?
    - (2) Was there a case/team conference?
3. After these steps, if the issue is still not resolved:
  - a. Consultation will be referred to the Risk Manager or Risk Management Physician Advisor.
  - b. The Risk Manager in consultation with the Primary Team will select

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and notify team members.

**If a health care provider or other employee perceives that the patient's behavior may cause imminent harm to either the patient or staff member the Los Angeles County Sheriff's Department Dispatch at extension 3409 should be contacted for assistance or a Code Green should be called.**

**B. Consultation Team Membership**

The Problematic Patient Consultation team shall be comprised of the following members:

1. Psychiatry Consultation & Liaison Physician
2. Social Work
3. Nursing
4. Administration representative
5. Risk Management
6. Chief/Senior Resident of respective service and any other members as deemed necessary by the staff involved or the Risk Manager.
7. A representative from the Bioethics Committee may be invited as a team member in appropriate circumstances (e.g.-aggressive patient requiring but refusing care who is deemed not competent).

**C. Duties of Consultation Members**

1. To provide consultation and support for the staff and organization.
2. To review situation and develop plans for addressing, improving, and resolving the situation.
3. To develop a comprehensive multidisciplinary plan of care for the patient.
4. To educate the staff how to manage problem behaviors, how to discuss these with patients, how to prepare an effective behavioral contract, and how to recognize and manage common causes of difficult patients.

References:	
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