

POLICY/PROCEDURE

De-escalation Policy: Non-violent management of aggressive, violent or abusive patients

POLICY:

[Name of Hospital/Medical Center] cares about the individuals caring for the customers/patients in the Emergency Department. Training of personnel in non-violent, de-escalation methods and procedures will ensure patient and personnel safety when a patient exhibits aggressive, violent or abusive behavior.

PROCEDURE:

1. Each customer/patient of [name of Hospital/Medical Center] must be treated with dignity and respect. Each individual who cares for the patients must be protected from the potential for aggression, violence abuse and/or from patients.
2. Each Emergency Department staff including PRN/agency staff and physicians must have the training and learn the use of tools necessary to respond to violent outbursts from patients, families or visitors.
3. The management of the Emergency Department must select and implement the most appropriate methods and training outcomes for all personnel in the Emergency Department.
4. Training must be provided for new and temporary staff so that each staff can participate in the non-violent control of an aggressive, violent or abusive patient.
5. De-escalation training must be conducted frequently and updated annually at a minimum. (A train-the-trainer methodology may be the most cost-effective way to continuously update training.)

APPROVALS

Director, Emergency Department

Date

CNO (Chief Nursing Officer)

Date

CMO (Chief Medical Officer)

Date

Medical Director, Emergency Department

Date

CEO / Administrator

Date

Next review date _____
(6 months from current review)