

Children's is committed to maintaining a safe, secure and healing environment within all our facilities.

### What is a Patient Behavioral Event (PBE)?

According to Solutions for Patient Safety, a PBE can be defined as:

Level 1: Verbal or physical behaviors judged to be physically or psychologically intimidating to staff

Level 2: Verbal threats or physical aggression to property, self, or staff judged to be an imminent risk of harm

Level 3: Harmful physical contact to staff or self

**Note:** If responding to a staff or visitor who is in crisis or displaying unwelcome behaviors, please review **SAFER framework** and reference for actions taken



### Remember the importance of preventing a PBE

<b>Personal</b>	Physical approach- nonthreatening posture, relaxed, introduce self Attire- remove loose items such as stethoscope or badge, hair pulled back Awareness- who is in the room, location of exits, medical equipment Behavioral personal protective equipment ("BPPE") (if available)- arm guards, Kevlar sleeves
<b>Environmental</b>	Room safety sweep- removing harmful or unnecessary medical equipment Visual barriers- blocking equipment that cannot be removed Reduce stimulation- limit noise, number of people in the room, consider music or white noise Limit or eliminate ligature risks when possible
<b>Building a plan of care</b>	Gathering information Reviewing health record Ask questions Documentation
<b>Unique strategies</b>	Distraction/pairing- providing a preferred activity with a non-preferred Medical play Choices Clustering care Breaking down tasks Visual cues- First/Then, picture board, visual timer
<b>Reinforcement</b>	Creating goals Labeled praise Incentives

### Responding to a Patient Behavioral Event

Remember above crisis prevention strategies	Promote coping skills
Examine your speech & body language	(remember that a crisis is not the time to learn a NEW coping skill)
Offer choices	Create a safe space
Reduce stimulation	Safety sweep
Respect personal space	Gather additional resources
Create pause moments	Remove unnecessary items for safety
Verbal de-escalation	
<b>Empathize</b> by asking questions	
<b>Share</b> and listen to seek a better understanding	All behavior has a purpose!
<b>Collaborate</b> and respectfully speak your mind	Ask: what could be causing this crisis?

**If a Patient Behavioral Event escalates to violent or self-destructive behavior:**

- Alert appropriate resources:
  - Behavioral Assessment Team (Voalte)
  - Public Safety (Call \*88)
  - Unit Leadership
  - 911 or Law Enforcement if outside of Milwaukee hospital campus
- Consider elimination of the cause of the crisis to prioritize safety
- If unable to de-escalate and safe to do so, consider exiting the room for safety
- If event requires use of violent restraints ensure appropriate orders are obtained and documentation completed according to the CW P&P Use of Restraints.



**Follow-up Actions**

- Debrief with team members present for Patient Behavioral Event- consider use of **GAINS** model below
- Create safe plan for future to ensure crisis does not repeat
- Report all levels of employee injury to ReadySet
- Report PBE and any patient injuries to Origami for system and safety review
- Document details of event including "Patient Behavioral Event" Smart-text with prompts of the following as well as any additional care plan changes:

**G.A.I.N.S.**

<b>Goal</b>	What were you trying to achieve?
<b>Approach</b>	What strategies did you try that worked well?
	What would you do differently?
<b>Interference</b>	Did you identify any obstacles for you or others?
<b>Next Steps</b>	What suggestions do you have for the group?
<b>Solutions</b>	What is the proposed plan moving forward?

**Patient Behavioral Event Smart-Text**

Staff present during event:

Antecedents (What was happening prior to event?):

Where did this event occur?

What likely triggered the behavior?

What behaviors were witnessed?

Physical aggression to self

Physical aggression to others

Verbal aggression

Property destruction

Hypersexual behavior

Elopement Attempt

Behavioral PPE utilized:

Were there any injuries as a result of the PBE?

Family/caregiver(s) present:

Interventions utilized/attempted by staff:

Patient's response to intervention(s):

Was anyone else notified of the event?

Were violent restraints utilized for immediate safety?

PBE Outcome: