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Project #41: Creating a Safe Space to Care and Heal in an Inpatient Psychiatric Hospital, Utilizing Welle and Empowering De-Escalation, a Hands Off Approach to Care

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HENRY Creating a Safe Space to Care and Heal in an Inpatient Psychiatric Hospital, Utilizing Welle and Empowering De-Escalation, a Hands Off Approach to Care FORD HEALTH Emily Sexton MSN, RN, NE-BC, Tasmiyah Gaskins MSN, RN, Elizabeth Travis, Vahid Pasovic MD, Mary Rogers LMSW, Therese Samarco LMSW, Athena Hinojosa,

AIM

Incidence of violence often occur in the psychiatric setting during physical management events which include: Physical hold, restraint or seclusion. At Kingswood Hospital the switch from CPI de-escalation and physical management to Welle De-escalation and physical management experienced interruptions and had observed opportunities for expansion, buy-in and development towards improved clinical care. In late 2021 incidence of patient reported abuse after physical holds led to investigation noting team members were not well trained in the correct use of welle techniques and current training did not include hands on training along with advanced welle techniques. Planning began to improve welle training, integrate welle language and focus on duress response with frequent debriefing and process improvement implementation using the PDCA cycle. Goal to reduce restraints, staff assaults, patient allegations of abuse, staff reports of feeling unsafe and improve BHT (behavioral health technician) retention and job security. Due to trauma of incidence of assault, abuse and restraint, goal will be continual reduction and PDCA cycles with continued growth and education to goal of zero harm.

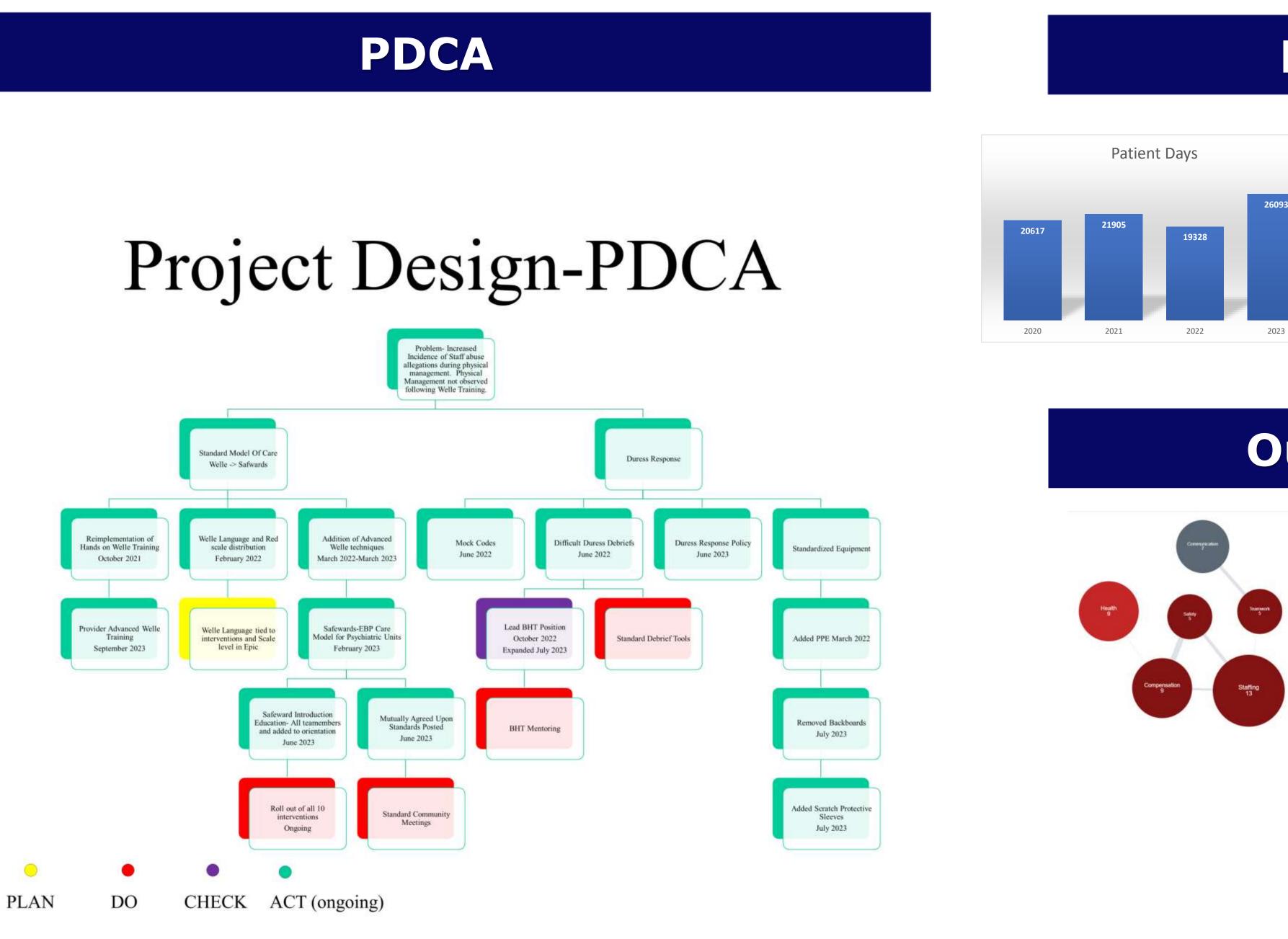
Evidence Based Care

- Welle- During the last 5 years, Henry Ford Health has used Welle, Behavioral Safety Management for Healthcare, as our workplace violence de-escalation training. Since its implementation, more than 18,000 team members have taken and/or retaken this training in the classroom and/or online. Welle has 3 risk levels (low, moderate, high) along with advanced welle physical management tools. Welle must be provided by a certified trainer, advanced welle requires additional training time for certification.
- Safewards- Is an evidenced based model of care for inpatient psychiatric units. The model identifies staff and patient modifiers that can influence the impact of originating domains and flashpoints which can result in containment and coercion (physical, medication, or mechanical intervention)

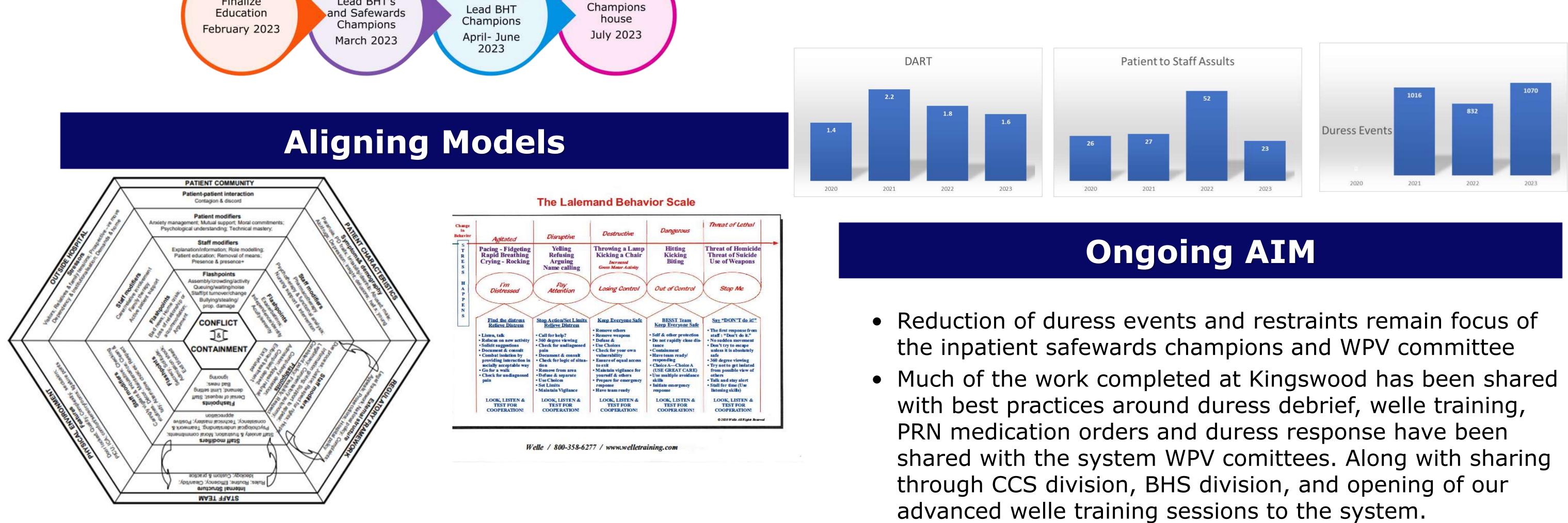
Standardizing Tools

team after every Durocc Event		The Lalemand Behavior Scale			
team after every Duress Event	•	Transa Destination Destination Designment Destination			
All ok7 Yes No		Name Agents Diversion Diversion <thdiversion< th=""> <thdiversio< th=""><th rowspan="3">HENRY FORD</th></thdiversio<></thdiversion<>	HENRY FORD		
Anyone need to leave or get medical assistance? Yes No					
		Definition Statement Link State Statement Aussi Statement shat Aussi Sta	HEALTH		
Did everyone know their role? Yes No		 Service Service S	This is a safe		
				Walls / 1006-178-6277 / www.oveflowaising.com	
				What wont well?	
		cident Tsam Debrief- Henry Ford Kingswood		 To schedule an appointment with a therapist for ocurrueiling call 888-EAP-HFHS (327-4347). If you are in crists and need to speak with a therapist, call 1.888-EAP-HFHS (327-4347) and prevent 9 for antidence 24/7. 	
		Physicians should contact EAP therapist, Julie Hamilton or call 313-433-8962 Solution for using being for an advantage of the second statements			
		Hallman Paper D Populated international case and beamerships (APP) descent of an office and	Together, all of us ag		
2		Land Depleter Public Class dering forwards from Process 01 (19) (10) Process 01 (19) (10)	 Treat others with respect. 		
			· nearoniers with espect.		
			Share our needs with others		
Strengths- What went well?	Weaknesses- What went wrong?		• Do what we say we will do.		
	them then B.		bo what we say we will do.		
			 Respect other's personal sp 		
			Wash our hands.		
2	2		Hash da hands.		
			 Keep our space clean and tic 		
-			Listen to and meet everyone		
			Libeer coondition core your		
Opportunities- What could of gone better?	Threat-What worries me about the		 Speak with respect and show 		

Jackie Harrington R.Ph.









ace and privacy

's needs. v patience

Safewards.net Welletraining.com The Joint Commission- Quick Safety Issue 47- De-escalation in Healthcare

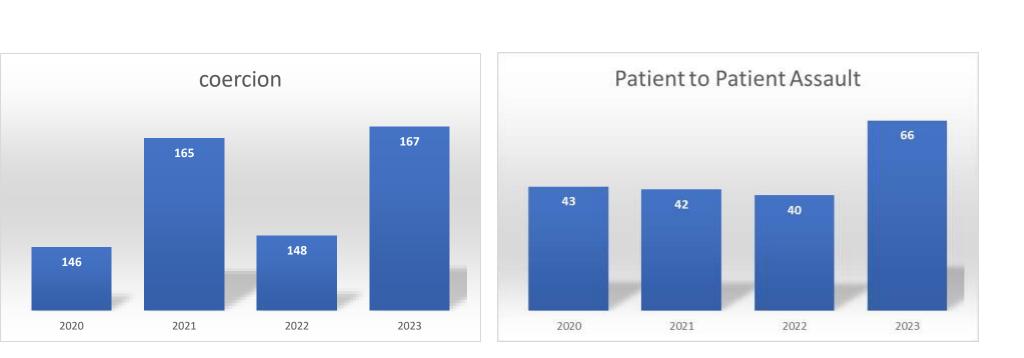
Educate

Resources

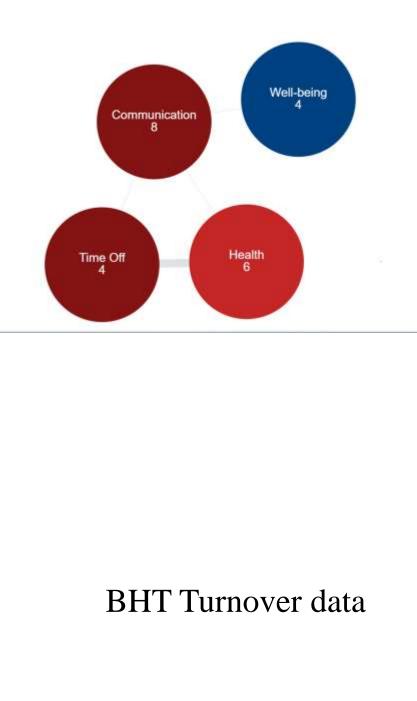
- annual conference.
- patient assaults



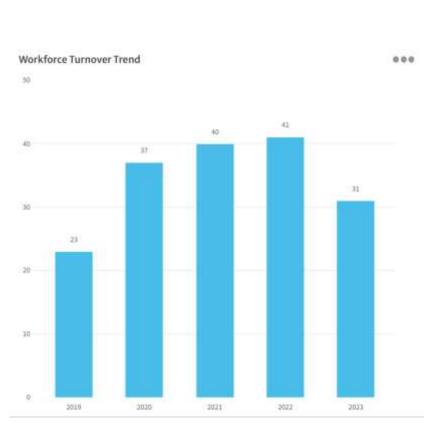
Project Demographics



Outcomes- Engagement



Glint Belongings Survey Comment Diagrams 1- fall 2022 2-Fall 2023



Outcomes- Safety

• Success and implementation plan for safewards shared with presenters at the APNA-MI conference.

• Abstract preparation underway for sharing at the APNA

• Added AIM Goals- Reduce coercion events, reduce patient to