

A Clinical Managers quick guide

Workers in health services may be exposed to challenging behaviour (CB) during the provision of health care or other supporting service.

It can present as verbal aggression to the more serious physical violence and assault. Not all of these are an outcome of a patients underpinning medical condition.

This quick guide has been developed to aid clinical managers to support their team to prevent, recognise and respond to CB within their delegated work area. It also provides clinical managers with the resources to implement the Challenging Behaviour policy, policy guideline and NSQHSS Standard 5.

The [SA Health Challenging Behaviour Tool 2 – Hazard identification](#) and risk assessment, completed on an annual basis, will assist with the identification of hazards and risk in the work environment.

Instructions

Complete the form answering yes or no. If you answer no to any question there may be matters which require attention. You are advised to discuss this with your manager and refer to the resources for further information.

In addition, assistance may be sought from your LHN:

- > Safety and Quality team for patient related matters
- > Senior WHS Consultant for workers related matters
- > Senior Security Manager/Advisor for security related matters

	Yes	No	Resources
Steps to support Prevention			
1. Governance, Leadership Commitment and Quality Improvement Do you know your local CB committee? Do you know how to escalate CB matters?			Standard 5.1 integrating clinical governance 1. ACSQHC resources 2. CB Tool 3 – Example TOR for a health service CB Prevention and Response Committee
2. Legislative obligations, policy and procedures Have you completed the WHS Manager Supervisorw eLearning module? Have your workers completed the WHS basics eLearning module? Are your workers aware of the information in the SA Health – CB policies and toolkit? – Minimising restrictive practices policies and toolkit? – Restraint and seclusion in MH policy and toolkit? Are your workers aware of local? CB procedures and activities?			1. WHS defined Officers eLearning 2. WHSIM Basics for Workers eLearning 3. SA Health Preventing and Responding to CB Policy Directive 4. SA Health Preventing and Responding to CBVA Policy Guideline 5. Challenging Behaviour – Tool 1 Quick guide to policy and legal information relating to CB 6. SA Health Minimising Restrictive Practices in Health Care Policy Directive and toolkit 7. Preventing and responding to challenging behaviour – A guide to using the policy directive, guideline and toolkit
3. Team work, consultation, communication, collaboration and clinical handover – Have your workers completed Team STEPPS 2.0 AU? – Is critical information communicated and shared?			Standard 5.5 Collaboration and Teamwork 1. TeamSTEPPS AU 2.0 2. SA Health Clinical Communication and Patient Identification Clinical Directive



	Yes	No	Resources
Steps to support Prevention			
4. Workforce – Training and Education Have your workers completed the <ul style="list-style-type: none"> – Challenging behaviour eLearning? – Minimizing restrictive practices eLearning? – Communication and physical de-escalation training? – CB specialist training, as identified through TNA? – Aboriginal Cultural Competency eLearning module? – Are your worker skill numbers and mix appropriate? 			1. SA Health e-Learning modules for <ul style="list-style-type: none"> > Minimising restrictive practices > An introduction to preventing and responding to challenging behaviour > Aboriginal Cultural Learning 2. Aboriginal Cultural Learning Framework 3. CB Tool 5 – Education and Training Framework
5. CB SLS data <ul style="list-style-type: none"> – Do you review data to identify areas of risk and CB incident type? – Do you monitor and analyse CB data, including restrictive practices? 			Standard 5.2 Applying quality improvement systems <ol style="list-style-type: none"> 1. Quality Information Performance (QIP) Hub – CB Dashboard 2. SA Health incident management resources, e.g. patient incident management 3. Patient Incident Management in Safety Learning System 4. Patient Incident Management and Open Disclosure Policy Directive 5. CB Tool 6 – Guide to reporting and review of challenging behaviour incidents 6. SLS Guides <ol style="list-style-type: none"> a. How to report a patient incident in SLS b. How to manage a patient incident in SLS c. How to report a WHS hazard or incident in SLS d. How to record a security incident in SLS e. How to manage a security incident in SLS 7. QIP Hub challenging behaviour dashboard, inclusive of restrictive practices 8. CB Tool 7 – Evaluation and metrics
6. Challenging Behaviour High Risk Setting Does your workplace identify as a CB high risk setting, e.g. ambulance services, drug and alcohol services, emergency departments (including waiting areas), medical and surgical wards, rehabilitation, geriatric, mental health, residential care, primary and home care (community), transport and parts of maternity and children’s services.			<ol style="list-style-type: none"> 1. SA Health Challenging Behaviour strategy
7. Clinical High Risk Conditions Do you provide care to patients with a high risk underpinning medical condition? Such as, mental illness, alcohol and substance misuse, dementia, delirium, intellectual disability, acquired brain injury, neuro degenerative condition, history of trauma? These groups are at risk of deterioration in acute mental state.			<ol style="list-style-type: none"> 1. CB Tool 4 – Clinical Guidelines and additional resources
8. Vulnerable people Do you provide care to patients who find the experience of treatment and/or hospitalization particularly difficult or stressful, and who may require specific needs and sensitive care?			Standard 5.8 Planning for comprehensive care <ul style="list-style-type: none"> > Vulnerable people are identified and information recorded in administrative and clinical information systems <ol style="list-style-type: none"> 1. National Statement on Health Literacy and ACSQHC Health

	Yes	No	Resources
Steps to support Prevention			
<p>9. Lawful and ethical care</p> <p>Do you and your workers know the law and</p> <ul style="list-style-type: none"> - Informed consent, - Role of SDM, - Restrictive practices? 			<p>1. CB Tool 1 – Quick guide to policy and legal information relating to challenging behaviour</p>
<p>10. Communicating with patients, families, carers and the community</p> <p>Do your workers demonstrate positive behaviour and communicate respectfully with patients, carers and family?</p> <p>Do clinicians in your area</p> <ul style="list-style-type: none"> - actively involve patients in their care, - meet the patient’s information needs, - share decision-making? <p>Do you involve patients, carers/families in the development of care plans / comfort plans?</p>			<p>Standard 5.3 Partnering with Consumers</p> <ol style="list-style-type: none"> 1. Consumer and Staff information on respecting your privacy and dignity with patient centred care principles 2. Partnering with consumers and the community 3. SA Health Partnering with Carers 4. SA Health Partnering with Carers Policy Directive <p>Standard 5.13 Developing the comprehensive care plan</p> <ol style="list-style-type: none"> 5. ACSQHC resources for <ul style="list-style-type: none"> > shared decision-making > Conceptual model for supporting comprehensive care delivery > Patient Decision Aids > National Statement on Health Literacy and Literacy resources 6. SA Health Clinical Communication and Patient Identification Clinical Directive
<p>11. Screening, assessment and observation</p> <p>Do your workers know how to screen, assess, observe, re-assess, monitor patients in their care and record information</p>			<p>Standard 5.10 Screening of risk</p> <ol style="list-style-type: none"> 1. Screening using Sunrise EMR or MR forms for risk of CB, e.g. Cognitive impairment (dementia and delirium) 4AT form 2. SA Health Medical Records Forms <p>Standard 5.11 Clinical Assessment</p> <ul style="list-style-type: none"> > Sunrise EMR or MR forms for recording comprehensive assessments, cognitive impairment > personal prevention plan for risk of self-harm and CB <ol style="list-style-type: none"> 3. ACSQHC resources including: <ul style="list-style-type: none"> > Conceptual model for Comprehensive Care > Comprehensive Care Resources <p>Standard 5.33 and 5.34 Predicting, Preventing and Managing Aggression and Violence</p> <ol style="list-style-type: none"> 4. Same gender accommodation policies and toolkit 5. An introduction to preventing and responding to CB
<p>12. Health System Design and a safe environment</p> <p>Do you review your workflow and the patient journey?</p> <p>Do you complete worksite safety inspections?</p> <p>Do signs in your area meet your needs?</p> <p>Do you review physical security in your area?</p>			<p>Standard 5.4 Designing systems to deliver comprehensive care</p> <ol style="list-style-type: none"> 1. Challenging Behaviour Resource Tool 2 – Hazard identification and risk assessment 2. SA Health Worksite safety inspections checklists 3. SA Health Protective Security Policy directive 4. SA Health Security Self Audit Checklist – <i>in draft</i>
<p>13. Planned responses to emergencies</p> <p>Do you know your Hospital By Laws and the Authorised Officers who regulate them in your location?</p>			<ol style="list-style-type: none"> 1. Hospital By Laws 2. SA Health Minimising restrictive practices in health care Policy Directive

	Yes	No	Resources
Steps to support Response (Early intervention)			
<p>14. Providing effective treatment and care for patients</p> <p>Can your workers recognise and understand patient's needs and triggers</p> <p>Are your patients screened, assessed, observed and monitored for deterioration in physical and mental state?</p>			<p>Standard 5.7 Planning for comprehensive care</p> <p>Standard 5.14 Using the comprehensive care plan (monitoring)</p> <ol style="list-style-type: none"> Caring with Kindness: The Nursing and Midwifery Professional Practice Framework <p>Standard 8 Responding to acute deterioration</p> <ol style="list-style-type: none"> Recognising signs of deterioration in a person's mental state <p>Essential elements for recognising and responding to deterioration in a person's mental state</p>
Steps to support During			
<p>15. Stepped Response</p> <p>Do workers know how to seek assistance when safety is threatened?</p> <p>Do your workers know how to call and respond to a code black emergency?</p> <p>Do your workers know how to physical and verbal de-escalate a situation?</p> <p>Do you know your escalation and referral pathways for deterioration in patient's physical and mental state?</p>			<ol style="list-style-type: none"> Quick Guide –The components of a Stepped Response to challenging behaviour by a patient CB Tool 10 – A STEPPED RESPONSE to challenging behaviour by a patient
<p>16. Worker and Patient safety</p> <p>Do you know what to do in an Emergency?</p>			<ol style="list-style-type: none"> CB Tool 10 – A STEPPED RESPONSE to challenging behaviour by a patient CB Tool XX – A STEPPED RESPONSE to challenging behaviour by a person who is NOT a current Patient
Steps to support Post Incident			
<p>17. Promoting review, recovery and learnings</p> <p>Do you know how and when to debrief workers?</p> <p>Do you offer workers post incident support and access to Employee Assistance Programs?</p> <p>Do you debrief teams post incident?</p> <p>Do you know how to support workers should they wish to pursue legal action?</p> <p>Do you review clinical care plans to prevent reoccurrence?</p> <p>Do you know how to provide open disclosure?</p> <p>Do you know how and when to provide a Trauma Informed post incident conversation?</p>			<ol style="list-style-type: none"> SA Health Patient Incident Management and Open Disclosure eLearning module SA Health Safety Learning System CB Tool 8 – Challenging behaviour, violence and aggression Post-incident Support Toolkit Tool 9 – Consequences of challenging behaviour , violence and aggression
<p>18. Specific working environments</p> <p>Do your workers work in remote and/or isolated locations?</p> <p>If you answered yes to the above question, do you have a communication and tracking system in place?</p> <p>Are you aware of "Gayle's Law" requirements?</p> <p>Do you monitor workers in unpredictable environments?</p>			<ol style="list-style-type: none"> SA Health Remote of Isolated Work Safety Policy Directive SA Health Remote or Isolated Work Safety Policy Guideline SA Health Gayle's Law SA Health Gayle's Law FAQ (includes link to CRANA plus) Working Safe in Remote and Isolated Health – Rapid Risk Assessment Tool <p>Note: Your LHN may have a LHN tailored Gayle's Law Rapid Risk Assessment Tool check with your local WHS consultant.</p>

Further information

Workforce Services, SA Health
 Telephone: 8226 6244
sahealth.sa.gov.au/challengingbehaviourstrategy

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