

**GOAL:** Recognize the signs of early agitation before it becomes disruptive and utilize verbal and behavioral de-escalation in an effort to avoid need for chemical and/or physical restraint.

| BEHAVIOR DE-ESCALATION STRATEGIES:   | VERBAL DE-ESCALATION STRATEGIES:  |
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| <p><b>Maintain Personal Space</b></p> <ul style="list-style-type: none"> <li>Maintain respectful distance from escalating patient</li> <li>Position yourself at least 2 arms lengths from patient</li> <li>Get yourself to safety, back to exit (not to wall), and call for help</li> </ul> <p><b>Body Language</b></p> <ul style="list-style-type: none"> <li>Maintain a calm demeanor and posture, and neutral stance</li> <li>Stand at an angle and keep hands visible</li> </ul> <p><b>Minimize Stimulation</b></p> <ul style="list-style-type: none"> <li>Dim lights, reduce noise, minimize clutter</li> <li>Minimize staff in room (1-2 at a time ideal)</li> </ul> <p><b>Address Needs</b></p> <ul style="list-style-type: none"> <li>Consider hunger, thirst, and pain</li> <li>Are there communication difficulties/limitations that can be easily addressed to assist with expression of needs?</li> </ul> <p><b>Simple Instructions</b></p> <ul style="list-style-type: none"> <li>Use soft tone, maintain good eye contact</li> <li>Give patient 1 step at a time                             <ul style="list-style-type: none"> <li>“First this, then this” when giving instructions</li> </ul> </li> <li>Give patient adequate time to process and respond</li> <li>Repeat instructions</li> </ul> <p><b>Reward Cooperation and Praise</b></p> <ul style="list-style-type: none"> <li>Calmly thank the patient for cooperating or taking med</li> <li>Give verbal praise (for example, “Great job showing me safe hands!”)</li> </ul> <p><b>Consider Sensory Soothing Tools</b></p> <ul style="list-style-type: none"> <li>Child Life or OT can assist</li> <li>Distractions</li> </ul> | <p><b>Establish Verbal Contact</b></p> <ul style="list-style-type: none"> <li>Introduce yourself by name and role</li> <li>Ask patient’s name/preferred name</li> <li><u>One person should take the lead in speaking with patient</u></li> </ul> <p><b>Active Listening</b></p> <ul style="list-style-type: none"> <li>Understand; what is the patient’s perception?</li> <li>Use phrases such as, “Tell me if I have this right...”, “What I heard is...”</li> <li>Consider the use of silence and just listening</li> </ul> <p><b>Building Empathy</b></p> <ul style="list-style-type: none"> <li>Validate what the patient is experiencing                             <ul style="list-style-type: none"> <li>“I know this can feel overwhelming to be in the hospital”</li> <li>“What you are going through is difficult”</li> </ul> </li> </ul> <p><b>Partner with Patient/Caregivers</b></p> <ul style="list-style-type: none"> <li>Ask patient/caregiver what helps                             <ul style="list-style-type: none"> <li>“I am worried about your safety. What helps you in times like this?”</li> <li>“What has worked in the past?”</li> </ul> </li> </ul> <p><b>Set Clear Expectations and Consequences</b></p> <ul style="list-style-type: none"> <li>Use a quiet voice</li> <li>Be clear and consistent                             <ul style="list-style-type: none"> <li>“If you are having a hard time staying safe, we will...”</li> </ul> </li> </ul> <p><b>Offer Forced Choices</b></p> <ul style="list-style-type: none"> <li>Offer two options: “Would you like X or Y?”</li> </ul> <p><b>Redirection/Distractions</b></p> <ul style="list-style-type: none"> <li>“What else could we do? “What (Activity) would help?”</li> <li>“Let’s try (activity) together”</li> </ul> |



RETURN TO THE BEGINNING

