

TITLE: VIOLENCE RESPONSE PLAN – Codes Purple and Silver		
FACILITY: St. Vincent's East	FUNCTION:	ORIGINATING DEPT: Safety
HOSPITAL SHARED POLICY? _X Yes __ No		EFFECTIVE DATE: 11/5/97
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APPROVAL DATE:		RETIREMENT DATE:

SCOPE: St. Vincent's East and Secondary Campuses
PURPOSE: To have a plan in place to deal with workplace violence making the campuses of St. Vincent's East as safe as possible to patients, visitors and associates.
DEFINITIONS: II. <u>Workplace Violence</u> is defined as any situation in which there is an intent to harm, either physically or psychologically, or in which disruptive behavior is creating a perception of harm. ST. VINCENT'S EAST has grouped incidents of violence in the following four types: Non-Emergency, Secondary, Assault, Emergency. <u>Crisis Intervention</u> is a small segment of time in which staff members must intervene with another person to address behavior that may escalate into disruptive or even violent incidents. The goal of staff is to intervene in a way that provides for the care, welfare, safety and Protective Services of all who are involved in a crisis situation. <u>Certified Instructors</u> are individuals who have successfully completed a <i>Nonviolent Crisis Intervention®</i> Instructor Certification Program and are authorized to provide <i>Nonviolent Crisis Intervention</i> training at their base of employment. To maintain their initial certification, instructors must successfully follow the guidelines of the Crisis Prevention Institute (CPI) Instructor Excellence

*The contents of this document rescind any previous document covering similar material.
The online version of this document is deemed current.*

Renewal Process.

Code Purple – Paged over head by Protective Services when there is assistance needed in an area of the hospital in dealing with a combative person or person out of control. Associates are to report such incidents by calling Protective Services at 3911 and requesting that a Code Purple be paged and stating the location.

Code Silver - Paged over head by Protective Services when there is someone found to have a weapon and/or hostage situation. Associates are to report such incidents by calling Protective Services at 3911 and requesting that a Code Silver be paged and stating the location.

- A. NON EMERGENCY INCIDENTS- an incident which would be interpreted by a reasonable person as aggressive, intimidating, harassing, or unsafe. With no clear physical threat at this time, response may be more intervening in nature.
1. The initial responder will contact Manager/Nursing Supervisor and Protective Services.
 2. Protective Services Officer and Manager/Nursing Supervisor will respond immediately, evaluate the problem and make a decision to resolve the problem. Manager/Nursing Supervisor will evaluate who should respond, as appropriate, from the following list. For Assailant/Victim specific (301 Attachment A).
 3. Violent Incident Report Form will be completed by the Protective Services Department.
- B. SECONDARY INCIDENTS- an incident that has escalated to threats, intimidation, or resisting intervention. The fear for safety regarding those involved is increased and injury is a possibility. A Code Purple should be called into Protective Services.
- C. ASSAULT INCIDENTS- an incident where physical aggression has been demonstrated. Containment and restraint may be necessary. The response will require additional support regarding the physical well being of victims. A Code Purple should be called into Protective Services.
- D. EMERGENCY INCIDENTS- a critical incident involving the display of weapons or the threat to life and safety. Immediate response from the Protective Services Department (3911) will be necessary and could include external involvement from functions dealing with Law Enforcement and the media. A Code Silver should be called into Protective Services.
- E. In B, C, or D situations...
1. Protective Services (3911) is to be called immediately.
 2. Protective Services will page Manager/Nursing Supervisor "Stat" to the area of the reported incident.

3. Protective Services will page a “Code Silver” or “Code Purple” depending on the type of situation.
4. In all situations requiring notification of Protective Services and Manager/Nursing Supervisor, the following will take place.
 - a. Protective Services and Manager/Nursing Supervisor will assume joint duty in activating the Violent Response Plan.
 - b. Protective Services and Manager/Nursing Supervisor will determine whether to notify the Administrator/Administrator on Call.
 - i. The notifying party will refer the Administrator/Administrator on Call to the *Assailant/Victim Specific Response Options* (Attachment A) regarding further notification.
 - ii. Administration or the Administrator on Call will decide who will be notified. For Assailant/Victim specific see (Attachment A).

POLICY:

It is the policy of the Hospital to promote maximum security and safety for patients, visitors, and associates. Violent behavior will not be tolerated at this organization. Persons (patients, visitors, volunteers, and/or associates) committing acts of violence will be reported as appropriate.¹ Appropriate disciplinary action will be instituted against employees that are verbally or physically aggressive.

PROCEDURE:

Responsibilities-

- A. Manager/Nursing Supervisor- To assist in containing situations and determine need to involve others.
- B. Protective Services – To contain situation or determine need for external law enforcement. Also announce the proper Emergency Code (Code Purple or Code Silver) over the intercom to inform hospital Associates of the situation and location. Birmingham Police

¹ In the case of patients the term “as appropriate” may refer to the attending physician or Patient Care Representative (Care Coordination) assigned responsibility for patient evaluation. While patients may or may not be reported to law enforcement authorities, clinical personnel must determine the reason(s) for the display and implement corrective action. The facility program for violent behavior response will address assaults by patients.

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Department (BPD) will be notified immediately upon all Code Silvers. It is up to the responding Protective Services Officer to determine if the on site response of BPD should be cancelled. Protective Service personnel are the only associates required to respond to Codes Silver and Purple. All other Associates should remain in their departments or in a safe area until the code has been cleared. Associates may only respond if they have had the Non Violent Crisis Intervention training, and the incident is in their immediate area.

- C. Administrator/Administrator on Call- To determine the need for involvement of others and provide management support as needed.
 - D. Chaplain/Pastoral Care- To assist immediate responders during resolution and calming of parties involved in violent situations (if notified).
 - E. Care Coordination- To provide support for ventilation of emotions, as appropriate and to contact appropriate external supportive systems (if notified).
 - F. Human Resources- To intervene with employees and provide follow-up with them (if notified).
 - G. Employee Health- To assess the need for follow-up of employee physical injuries (if notified).
 - H. Law Enforcement- To enforce local, state or federal laws governing threats to persons or property (if notified).
 - I. Risk Management- To determine legal liabilities of facility, employees, visitors or patients (if notified).
 - J. Marketing- To provide information to media (if notified).
- IV. Secondary Campuses - In the event of a violent incident at a secondary campus the local law enforcement is to be called. Within two (2) hours of a violent incident, the clinic/facility manager will notify the Protective Services Department at St. Vincent's East.
- A. Definition- Secondary campuses are defined as any location other than those physically connected to St. Vincent's East.
 - B. All Secondary Campus locations will submit a Violent Incident Report Form to St. Vincent's East Protective Services.
- V. Training- *Nonviolent Crisis Intervention® (NvCI)* training is required for specific positions/departments at St. Vincent's East. Those position/departments are:
- Emergency Department
 - Nursing Service (inc. Nursing Assistants and Unit Secretaries)
 - Human Resources Department
 - Protective Services Department
 - Care Coordination
 - Unit Managers/Department Supervisors
 - Chaplains

Specified employees will also attend annual "refresher training" which shall be a review of major elements of the CPI model. The initial training will be conducted by the certified CPI instructors. The goal of the training of both new and existing employees is to promote a significant degree of uniformity in regard to interventions with aggressive and assaultive patients, to promote more effective use of low-level interventions and to minimize the incidence of injury to all parties that may result from physical altercations.

6.5 Hour (Offered Monthly)	1 Hour (Offered in Orientation)	Supplemental Course (Offered Annually) 1-2 Hours	EduCode
ED	Nursing Associates	ED	All
Security	HR	Nursing Supervisors	
Chaplains	Nursing Assistants	Security	
Care Coordination	Unit Secretaries	Chaplains	
Nursing Supervisors	Patient Care Assistants		
	All Associates		

VII. Review of Plan- the Protective Services Department Director and the Education representative will report to the Safety Committee once a quarter. The Committee will review the past responses to incidents as well as training. The Violent Response Plan will be reviewed and revised as needed, but no less than annually.

VIII. Reporting Follow-up- All reports of violent incidents are to be forwarded from Protective Services to Human Resources, Legal Counsel and the Safety Officer, as appropriate.

REFERENCES:

ATTACHMENTS:

APPROVAL ROUTING:

Safety Officer → Safety Committee → VP Operations

REVIEW HISTORY:

11/28/07

REVISION HISTORY:

06/19/08 – Jonathan Daniel, Safety and Operations Manager