

Verbal De-Escalation Program
for Nurse Self-Efficiency
When Caring for Violent
Patients and Family Members



CHAMBERLAIN
UNIVERSITY

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Julia Mason Jubb, DNP, RN, CNE
Associate Professor, RN to BSN Degree Completion Option
Chamberlain University – College of Nursing

Disclosure

- Julia Mason Jubb, DNP, RN, CNE is the planner and presenter of this presentation.
- No Conflict of Interest: This educational activity's planner and presenter have indicated no bias or conflict of interest.
- Dr. Mason Jubb is employed at Chamberlain University College of Nursing as an associate professor in the RN to BSN Degree Completion Option.
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Presentation Objectives

1. Describe the impact that violence has in healthcare and nursing practice today.
2. Recognize ways to verbally de-escalate patients and family members that are violent or potentially violent.



Agenda

- Topic
- Interest in topic
- Clinical setting
- Background for clinical problem
- Verbal de-escalation program
- Evaluation and results



Interest & Purpose of Topic

- Developed interest during a doctoral class, while working on an interview assignment
- Learned how nurses and healthcare workers are not always safe in the healthcare environment
- Immense issue
 - Local, state, national and healthcare levels
- Wanting to make a difference



Scope of Violence in Healthcare

- Occupational Safety and Health Administration stated, “... over 2 million American workers are victims of workplace violence each year,” (Papa & Venella, 2015, para. 1)
- Violence is everywhere: local, state, national and international levels
- Healthy People 2020 addresses changing violence in society



Position Statement

“The American Nurses Association (ANA) upholds that all nursing personnel have the right to work in healthy environments **free of abusive behavior** such as bullying, hostility, lateral abuse and violence, sexual harassment, intimidation, abuse of authority and position and reprisal for speaking out against abuses.”
(ANA Nursing World, 2015, para. 2).



Local Scope of Clinical Practice

- 222 bed non-profit community based hospital
- Retrospective study: August 2014-August 2015
- Code Violet De-Briefing Forms completed: 44
- Employee Injury Incident Reports: 26
- Injuries range from: scrapes, wrist injury, scratches to arms, being pushed, arm bruising, shoulder injury, claw, numerous kicks including an abdominal kick with injury, blood contacts and being hit



Project Description

- Verbal de-escalation program for the organization based on Evidence-Based Practice (EBP)
- Creative teaching strategies: video from key employees, mnemonic and catch phrase specific to organization
- Pre-/Post-survey: Dr. Bandura's self-efficacy theory
- Validation of survey



PICOT Question

- **Population:** Nurses and healthcare workers in a community based hospital on medical-surgical units
- **Intervention:** Implementation of a program for nurses and healthcare workers for de-escalation of potentially violent patients and family members
- **Comparison:** Before verbal de-escalation program
- **Outcome:** Improved self-efficacy of nurses/healthcare workers with program to de-escalate potentially violent patients/families
- **Timeframe:** Two months



Implementation

- Analyzed data on violence to establish a suitable pilot area
- Medical/Surgical units chosen based on number of new graduates and employees, increased violence and managers being receptive to change in this area
- Mandatory staff meetings for two medical-surgical sister units: nurses, nursing assistants, unit clerks and team leaders attended
- 89/99 completed surveys (employees that attended the entire presentation)
- Voluntary completion of survey



Key Points of Verbal De-Escalation Program

- Face your fears
- Maintain appropriate spacing
- Calm and clear communication
- Set clear expectations and limits safely
- Avoid escalating your patient behavior
- Feelings and needs
- Explain choices in current situation



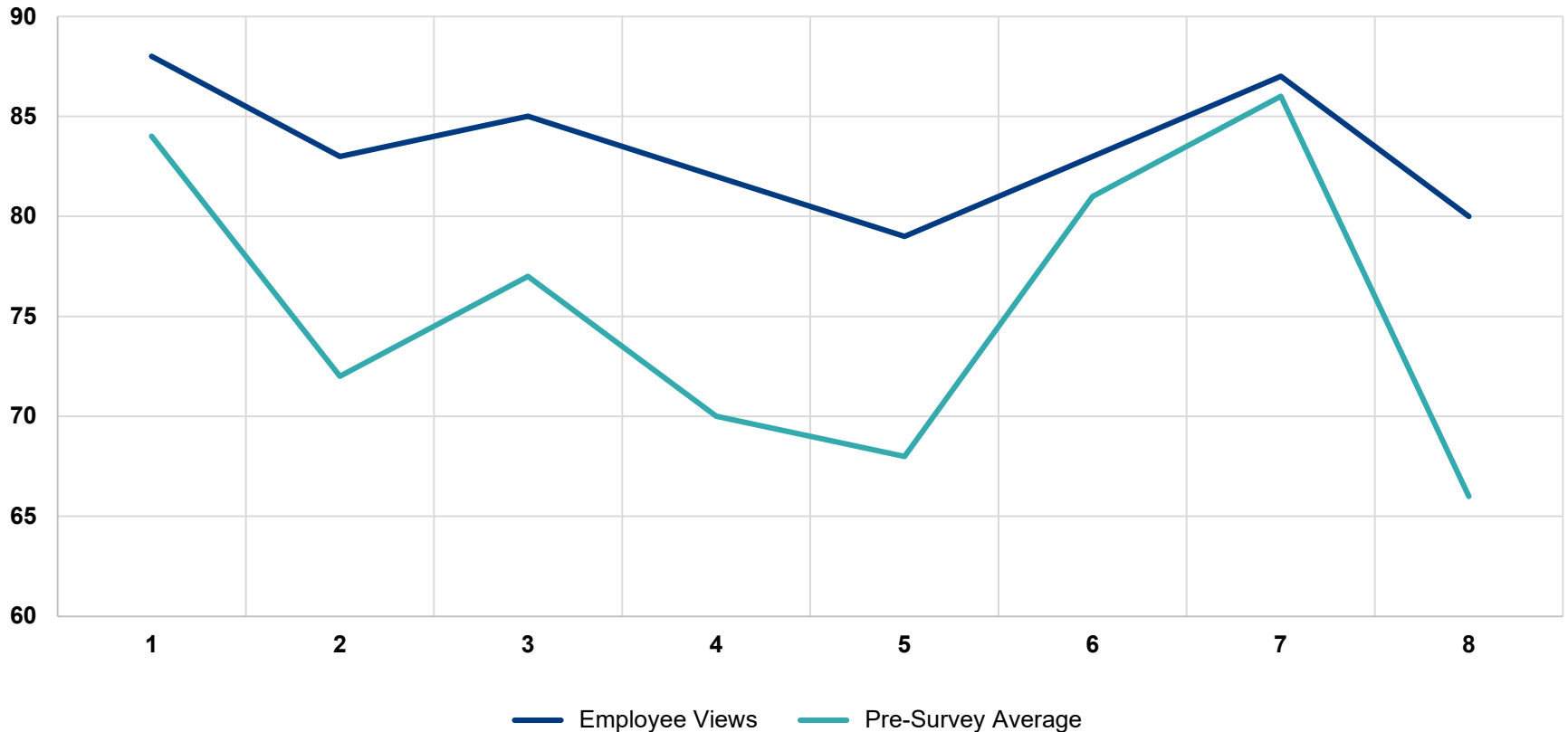
Evaluation

- 15 questions on communication/work climate for pre-/post-survey
- 14/15 questions had a p value of less than 0.05 which is indicative of significant change in the mean between pre- and post-surveys
- 95 percent confidence in statistical significance



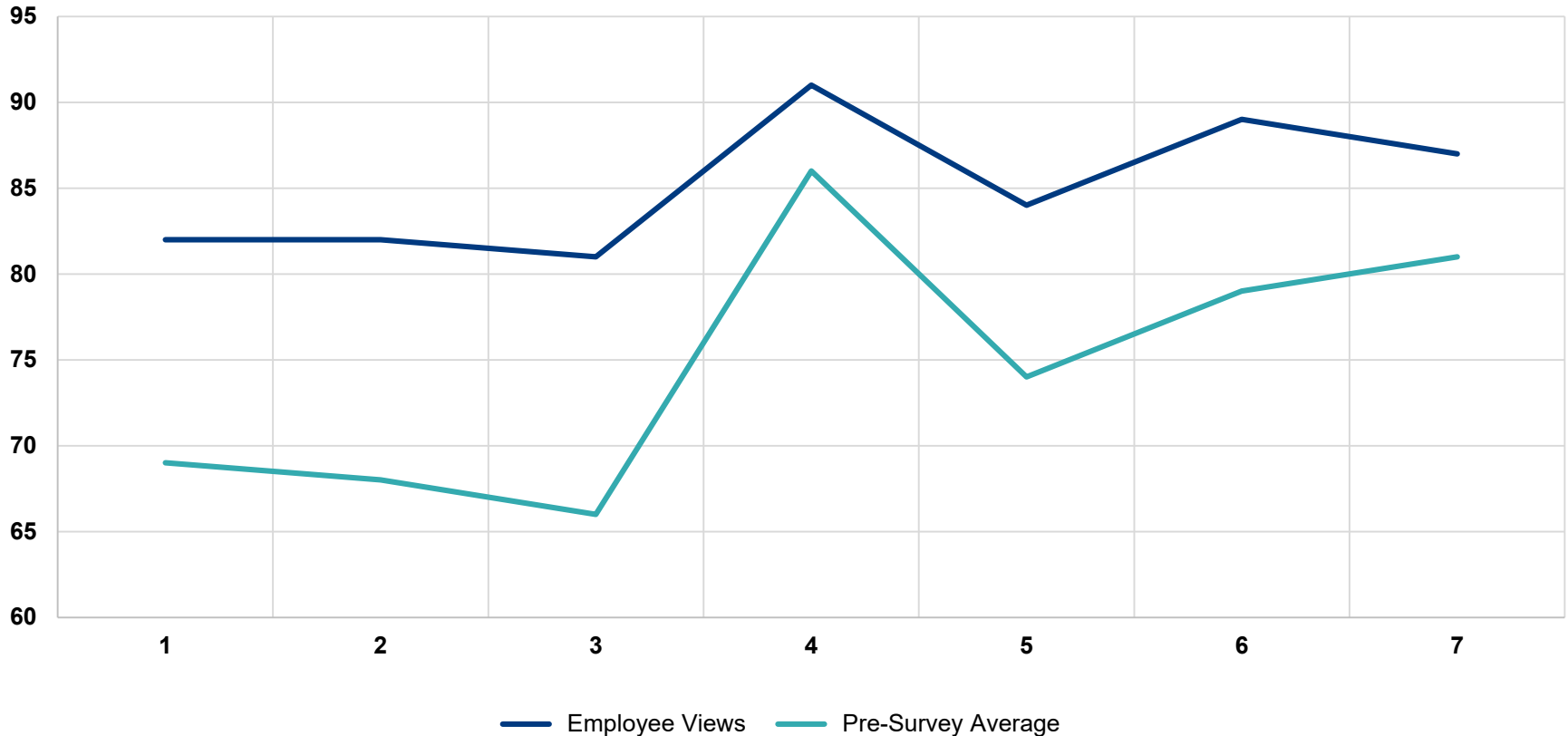
Evaluation: Comparison of the Eighth Question

ABILITY TO CREATE A SAFE WORK CLIMATE



Evaluation: Comparison of the Seventh Question

ABILITY TO CREATE A SAFE WORK CLIMATE



Nursing & Healthcare Implications

- Key findings: Verbal de-escalation education increased self-efficacy
- Potential to be a valuable tool for increased self-efficacy for healthcare employees
- Benefits all nurses and healthcare workers
- Safety in healthcare is key
- To further analyze and learn, future research is needed
 - Measure findings from six weeks and six months
 - Gather more data from different units in various areas



Questions or Comments?

Julie Mason Jubb, DNP, RN, CNE
jmason-jubb@chamberlain.edu



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