Development of a Behavioral Health Response Team

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Background

- Patients admitted to the hospital have a coexisting diagnosis of mental illness, substance abuse or dementia/delirium
- Nurses expressed lack of confidence, knowledge of interventions and/or resources in managing behavioral health patients in the acute care setting
- The lack of appropriate interventions and/or resources to manage this population may contribute to a negative nursing practice environment

Purpose

- To develop and implement a nursing led interdisciplinary consult team to assist the bedside nurse in managing patients when challenging behaviors arise

Actions Taken

- The Behavioral Health Response Team (BHRT) consists of the Acute Care for Elders and a Medical-Surgical Unit Charge Nurse, Security, House Supervisor and Chaplain
- Pre Implementation
  - Education for Responders
    - Charge Nurses and Security attended crisis prevention class lead by the Director of Public Safety
    - Charge Nurses completed multiple modules from the NICHE Knowledge Center
  - Practice Change Dissemination
    - Management forum with leadership team
    - Staff Development Nurses
    - Practice Council
    - Individual Unit Based Councils
- Post Implementation
  - All BHRT calls reviewed by APRN for opportunities for improvement

Outcomes

- Pre/Post RN survey measured nursing confidence, knowledge and sense of safety in dealing with challenging patient behaviors
- 489 surveys sent / 98 completed
- An interdisciplinary team approach has streamlined the response to more effectively manage this patient population and has had a positive effect on the nurse practice environment

Future Recommendations

- Include Crisis Intervention in education for BHRT members
- Expand BHRT to additional hospitals within the health system
- Incorporate BHRT education into New Employee Orientation
- Evaluate the need to implement additional clinical resources with expertise in behavioral health

BHRT Calls 2015

- BHRT Calls 2015
  - Dementia/Delirium
  - Substance Abuse
  - Psychiatric Disorder/Behaviors

Outcomes Survey Results:

- Please rate your knowledge of appropriate interventions for managing difficult behaviors.
- Please rate your confidence in managing patients with behavioral issues.
- Please rate how safe you feel in caring for agitated/aggressive patients.

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