Verbal De-escalation Program for Nurse and Healthcare Worker
Improved Self-efficacy When Caring for Violent Patients

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Disclosure Slide

• 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 College of Nursing as an Associate Professor in the RN-BSN Online Option program
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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 and Purpose of Topic

• Interview for beginning doctoral class started interest in this topic

• Nurses and healthcare workers are not always safe in healthcare

• Meaningful project: helping one person stay safe

• Issue: local, state, national and international levels
Scope of Violence in Healthcare

• Occupational Safety and Health Administration stated, “… over 2 million Americans workers are victims of workplace violence each year,” (Papa & Venella, 2015, para. 1)

• Violence is everywhere: local, state, national, international levels

• Healthy People 2020 addresses changing violence in society
American Nurses Association (ANA): Statements on Safety for All Nurses

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- 44 completed
• 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 deescalate potentially violent patients/families

• **Timeframe:** Two months
Implementation

- Medical/surgical units chosen: New grads and employees, increased violence, manager receptive to change
- Mandatory staff meetings for two medical-surgical sister units: Nurses, nursing assistants, unit clerks, team leaders
- 89/99 completed surveys (employees that attended entire presentation)
- Voluntary completion of survey
Key Points on Verbal De-escalation Program

- Face your fears
- Maintain appropriate spacing
- Calm and clear communication
- Set clear expectations/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

ABILITY TO COMMUNICATE

- Post-average
- Pre-average
Evaluation (Cont.)

ABILITY TO CREATE A SAFE WORK CLIMATE

![Graph showing ability to create a safe work climate with post-average and pre-average data points.](image-url)
Nursing and Healthcare Implications

• Key findings: Verbal de-escalation education increased self-efficacy
• Implications in practice to be a valuable tool for increased self-efficacy for employees within healthcare
• Benefit to all nurses and healthcare workers
• Safety is healthcare is key
• Future research: Six weeks and six months clinical site and other organizations/types of nursing
Questions or Comments?

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References


References


