Lessons Learned 2021

What happened?
A patient was admitted on the autism spectrum. Their behaviors typically engaged in presented risk to staff. The patient would daily dismantle the room, throw furniture, and act with aggression to staff members who enter the room.

What was the cause?
There was a lack of understanding of clinical condition/behaviors. The staff were inadequately prepared and lacked awareness of how to handle the situation.

What corrective actions were taken?
- They called in specialists, who understood the patient’s behaviors.
- The specialists created appropriate treatment plan catered to the patient’s needs.
- They made a thorough behavioral assessment and developed replacement behaviors.
- Workplace Violence Prevention worked with Environmental Services to build a safe environment for the patient and staff.
- They held weekly team meetings/trainings and monitored progress.

How can incidents like this be prevented?
- These are opportunities for increasing awareness in staff education to understand specific clinical conditions.
- Response can be flexible depending on the patient’s needs.
- Clinicians need to feel supported, and the safety of staff should be prioritized.
- Be proactive and take the steps necessary to develop an immediate response.
- This is a great way to collaborate in response. It is important to use the expertise of each department together.