

Name of Policy: Management and Control of Agitated or Disturbed Persons Policy Number: 3364-100-50-16 Approving Officer: Chief Executive Officer Chief of Staff Responsible Agent: Administrator, Risk Management <u>Chief Nursing Officer</u> Scope: The University of Toledo Medical Center		 Effective date: Original effective date: November 9, 1984	
Key words: agitated patients, agitated visitors, disturbed patients, disturbed visitors, behavioral problems, safety			
	New policy proposal	☒	Minor/technical revision of existing policy
	Major revision of existing policy	☐	Reaffirmation of existing policy

(A) Policy statement

Agitated or disturbed patients or visitors will be controlled by appropriate personnel in the least restrictive, most humane manner possible, to ensure the safety of all.

(B) Purpose of policy

To provide consistency in managing behavioral problems of patients and/or visitors by the most qualified personnel.

(C) Procedure

1. Any staff member who becomes aware of a threatening or potentially threatening situation shall notify their supervisor and HSC Security immediately. The house supervisor(s), physicians, and Hospital Administration should be informed as appropriate.

a. HSC Security (383-~~2601~~2600) should be called if any employee of the University of Toledo Medical Center ("UTMC") sees a potentially dangerous situation such as:

- i. Behavior of the patient threatens his/her safety and security.
- ii. Persons not involved in the care of the patient present a threat to the patient's or visitor's well-being.
- iii. Patients or persons threaten the safety and security of personnel.

- iv. Damage to equipment or the building occurs or appears likely to occur.
- v. Staff feel the threat is beyond their capacity to safely handle.

(For Emergencies call ~~Security Emergency line at 383-2600~~ Campus Police using 911).

- b. HSC Security will send a security officer to stand by as a first response to problem patient situations when the mere presence of a uniform will have a calming effect on the patient, or a security officer is requested for the safety of a staff member while administering medications or other procedures. If there is violence or the potential for violence, a police officer may also be sent.
2. The patient who exhibits any threatening behavior will be informed that the patient has a responsibility to maintain appropriate behavior and, in the event that threatening behavior cannot be managed, appropriate action, including arrest, may be taken.
 3. UTMC has zero tolerance for violence in the healthcare setting.

Approved by: _____ Daniel Barbee Chief Executive Officer _____ Date _____ Puneet Sindhwani, MD Chief of Staff _____ Date <i>Review/Revision Completed by:</i> <i>Chief Nursing Officer</i> <i>University Police</i>	Policies Superseded by This Policy: • <i>7-50-16 Management and Control of Agitated or Disturbed Persons</i> Initial effective date: <i>November 9, 1984</i> Review/revision date: <i>April 15, 1986</i> <i>June 29, 1987</i> <i>June 15, 1988</i> <i>October 30, 1989</i> <i>March 29, 1991</i> <i>March 24, 1993</i> <i>September 23, 1996</i> <i>May 31, 1998</i> <i>April 10, 2001</i> <i>July 21, 2004</i> <i>August 8, 2007</i> <i>August 2, 2010</i> <i>March 1, 2011</i> <i>March 1, 2014</i> <i>March 1, 2017</i> <i>April 1, 2020</i> <i>May 1, 2021</i> Next review date:
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