

Name of Policy:	<u>Management and Control of Agitated or Disturbed Persons</u>	 Effective Date: 05/01/2021 Effective Date: November 9, 1984
Policy Number:	3364-100-50-16	
Department:	Hospital Administration	
Approving Officer:	Chief Executive Officer - UTMC	
Responsible Agent:	Administrator, Risk Management	
Scope:	The University of Toledo Medical Center	
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy		<input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> 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 shall be informed as appropriate.
 - A. HSC Security (383-2601) should be called if any employee of the University of Toledo Medical Center (“UTMC”) sees a potentially dangerous situation such as:
 - 1) Behavior of the patient threatens his/her safety and security.
 - 2) Persons not involved in the care of the patient present a threat to the patient's or visitor's well-being.
 - 3) Patients or persons threaten the safety and security of personnel.
 - 4) Damage to equipment or the building occurs or appears likely to occur.
 - 5) Staff feels the threat is beyond their capacity to safely handle.
(For Emergencies call Security Emergency line at 383-2600)
 - 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 a zero tolerance for violence in the healthcare setting.

Approved by: _____ /s/ Richard Swaine Chief Executive Officer - UTMC Review/Revision Completed By: HAS Office of Legal Affairs – HSC/Risk Management University Police	Review/Revision Date: 4/15/86 4/10/01 5/1/2021 6/29/87 7/21/04 6/15/88 8/8/07 10/30/89 8/2/10 3/29/91 3/1/2011 3/24/93 3/1/2014 9/23/96 3/1/2017 5/31/98 4/1/2020
Policies Superseded by This Policy: 7-50-16 - Management and Control of Agitated or Disturbed Persons	