

## NURSING SERVICE GUIDELINES INPATIENT BEHAVIORAL HEALTH

**Guideline:** Internal emergency response  
“all call”



**Policy Number Superseded:**

**Responsibility:** All trained inpatient  
behavioral health staff

**Effective Date:**  
November 2023

**Purpose of Guideline:** Staff trained in crisis  
intervention will respond to incidents requiring  
behavioral interventions. To safely respond  
internally to behavioral crisis and to minimize  
the use of external crisis intervention  
resources.

**Initial Effective Date:**  
August 2020

**Procedure:**

When it is determined additional assistance is needed for behavioral interventions, an overhead page will be announced. A situation occurs in the building, and we need an “all hands-on deck” approach. Two methods can be utilized.

- (A) Call 383-2600.
  - (1) Security is alerted via calling 383-2600.
  - (2) Security and staff determine if their presence is required.
  - (3) Security connects with house operators live, after the call is completed, to begin the overhead announcement process.
  - (4) Operators execute the overhead announcement process for the specified location per security.
  - (5) CAPH, SBH, or others, receive an overhead announcement/alert from the operator.
  - (6) The standardized message is the following: “All call to (room or area as specified by security)” – repeated twice.
  - (7) All staff that can respond are to move to this area for support.
  - (8) Security assists if they determine that this is the appropriate action to be taken.

- (B) Panic alarm.
  - (1) The panic button is pressed.
  - (2) A security presence is needed.
  - (3) Security connects with operators to begin the overhead announcement process.
  - (4) Operators execute the overhead announcement in the specified location per security.
  - (5) CAPH, SBH, or others, receive an overhead announcement/alert by the operator.
  - (6) The standardized message is the following: “All call to (room or area as specified by security)” – repeated twice.
  - (7) Security is on their way.
- (C) Upon arrival, the designated team captain will delegate roles to all responders.
- (D) The team captain (as determined by crisis training standards) should already be determined prior to the overhead page.
- (E) All crisis-trained staff are expected to respond to the overhead page if they are available. Availability is defined as trained individuals who are not engaged in a direct patient care service at the moment or are able to leave their workstation unattended.
- (F) A formal debriefing may occur after an incident, if warranted.

Approved by:  
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Initial effective date:  
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Review/Revision Completed by:  
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