



Nursing Service Guidelines Inpatient Behavioral Health

Title: INTERNAL EMERGENCY RESPONSE “ALL CALL”

Purpose of Guidelines: 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.

Responsibility: Trained Inpatient Behavioral Health staff

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.

1. Call 383-2600
 - a. Security is alerted via calling 383-2600.
 - b. Security and staff determine if their presence is required.
 - c. Security connects with house operators live after the call is completed to begin the overhead announcement process.
 - d. Operators execute the overhead announcement process for the specified location per security.
 - e. Kobacker, SBH, or others receive an overhead announcement/alert from the operator.
 - f. The standardized message is the following - “All call to (room or area as specified by security)” – Repeated twice.
 - g. All staff that can respond are to move to this area for support.
 - h. Security assists if they determine that this is the appropriate action to be taken.
2. Panic alarm
 - a. The panic button is pressed.
 - b. A security presence is needed.
 - c. Security connects with operators to begin the overhead announcement process.
 - d. Operators execute the overhead announcement in the specified location per security.
 - e. Kobacker, SBH, or others receive an overhead announcement/alert by the operator.
 - f. The standardized message is the following - “All call to (room or area as specified by security)” – Repeated twice.
 - g. Security is on their way.
3. Upon arrival, the designated team captain will delegate roles to all responders.
4. The team captain (as determined by crisis training standards) should be already determined prior to the overhead page.
5. All crisis trained staff are expected to respond to the overhead page if they are available.
 - a. 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.
6. A formal debriefing may occur after an incident if warranted.

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