

Responding to Behavioral Emergencies

New: Show of Support (SOS) Team

A specific team for NON-VIOLENT Behavioral Emergencies that can't be resolved with unit level response.

Who is on the SOS Team?

Hospital Security Officer, BHS Nurse Leader (M-F 7-15), BHS SWOT/HOM (Off shifts)

How to call the SOS Team?

Dial 192 and request SOS Team. Tell operator where the SOS team can meet you.

After SOS has been called:

Be present and assist SOS team with de-escalating patient

What level of response is needed?

| Patient Behavior | Level of Response |
|---|---|
| <p>Confused/Delirious</p> <p>Irritable (easily annoyed/angered)</p> <p>Not following directions</p> | <p>Unit Level Response:</p> <p>Notify Nurse Manager and/or Charge Nurse</p> <p>Notify patient's provider</p> |
| <p>Verbal threats to harm self or others</p> <p>Impulsive (quick to over react)</p> <p>Staff concerned patient will escalate further</p> | <p>Show of Support Team</p> <p>Dial 192</p> |
| <p>Physical violence seems imminent</p> <p>Property Destruction</p> <p>Elopement</p> | <p>Code Green Team</p> <p>Dial 192</p> |

FAQs:

What if I don't need the SOS/Code Green Team but just need a psychiatric consult?

Psych Consult Services #3322 - Psych Nurse Consult #7689 - BHS SWOT Nurse #3498

What if a visitor is having the behavioral emergency?

Contact Safety & Security, Dial 195

What if my patient needs twice as tough restraints?

Call BHS Units or HOM to have restraints sent to you:

2JPW: 3-6155 - 2JPE: 6-7736 - HOM #3313