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Introduction

Pediatric healthcare staff can experience threats to safety when caring for Behavioral Health patients. From 2017 to 2018, our health system noted a **62.6% increase in calls** to Security for physical aggression and acute behavioral decompensation of patients. A 2019 survey discovered **only 27% of staff felt safe** when handling an aggressive patient. Annual de-escalation and restraint training alone was not enough to help staff feel safe. This led to the creation of a multidisciplinary Behavioral Emergency Response Team (BERT) to standardize care, emergently respond in behavioral situations and support staff as a resource.

Provide a coordinated approach to protect patients, families, visitors, staff and providers.

Purpose

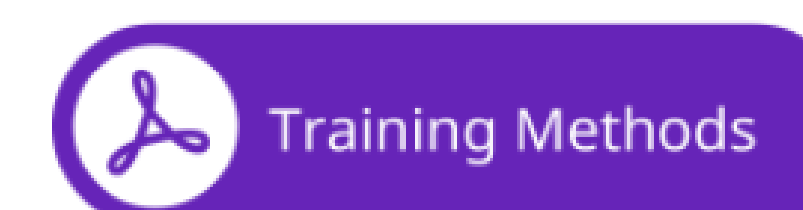
Train a multidisciplinary team to respond to behavioral emergencies to support a culture of safety.

Training Methods

The Nursing Professional Development (NPD) specialists used an innovative blend of delivery methods, content and team building to engage staff.

Education approach included:

- Instructor-led training
- Simulation
- Computer-based training (CBT) curriculum
- A six-month post-implementation face-to-face content refresher and simulation



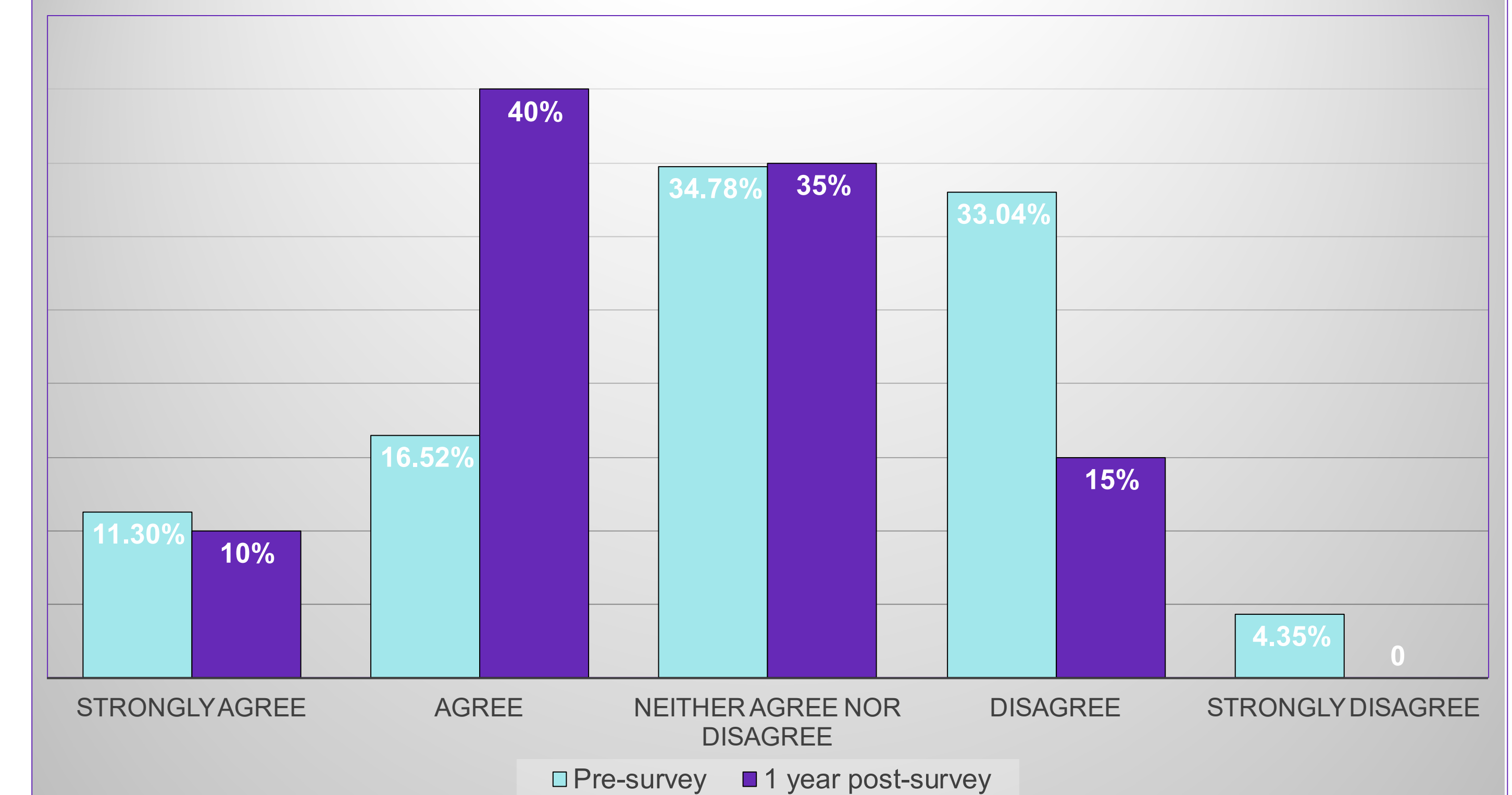
Multi-disciplinary team debriefing after a Behavioral Response activation.

Training Impact

- 2,035 multidisciplinary staff viewed introductory video
- 1,234 nurses completed mandatory CBT curriculum
- 74 BERT members trained
- L1 survey revealed BERT members were more confident and learned new skills through BERT training

Outcomes

Personal Safety Survey Results



- One-year post implementation the BERT responded over **100 times**.
- A follow up survey was conducted, which revealed **55% of staff felt safe**.

This illustrates BERT is a valuable staff resource and supports a safer work environment.

Future Implications

- Adoption of BERT at other satellite hospitals.
- Incorporation of content in standing classes/CBTs- further reinforcement and sustainment.
- Evaluation of data from safety and compliance are governed by a hospital-wide committee.
- Continuous tracking of BERT activations and responses, documentation compliance, and staff perceptions of personal safety will allow for improvements of the current process. This will also help streamline future development of other workplace safety programs.

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