POLICY | PURPOSE STATEMENT:
It is the policy of the TTUHSC SON Larry Combest Community Health and Wellness Center clinics to serve as a patient centered medical home to our patients. The purpose of this policy is to provide a process for responding to patients that threaten to harm themselves or others.

SCOPE:
This policy applies to all TTUHSC SON Larry Combest Community Health and Wellness Center clinics patients, providers and staff.

DEFINITIONS:
Adult – a person of full legal responsibility being 18 years of age or older
Minor – a person under the age of full legal responsibility being under 18 years of age
Crisis Line - The call is answered by a qualified professional who can help with mental health, developmental disabilities and substance abuse issues. Crisis Line staff are available by phone anytime, 24 hours a day, and 7 days a week.

PROCEDURE:
1. Responding to immediately violent or threatening behavior:
   a. Immediately call for police.
      Lubbock Police Department 911 or push panic button
      Abilene Police Department 911
   b. Contact a clinic supervisor and additional personnel to assist in evacuation of other staff and patients, as needed.
   c. Do not verbally or physically confront or try to subdue the person.
2. When a patient voices an intention to harm themselves or others, this information should be reported to the Nurse Practitioner and/or Clinic Supervisor immediately.
3. Medical and/or behavioral health staff will assess the patient’s threat and evaluate needed interventions which may include the following:
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A. If the patient is accompanied by an adult, then instructions on how to summons assistance need to be given to this adult. They must agree not to leave the patient without notifying a staff member.

B. Consider referral to local Crisis Intervention Team at Sunrise Canyon Hospital or Abilene Crisis Intervention Team at the Betty Hardwick Center.
   1) Lubbock patients that are accompanied by an adult who feels comfortable transporting them to Sunrise Canyon Hospital should be given written instructions and a map to the location. (Attachment A: Sunrise Canyon Hospital Emergency Observation Unit) Staff should allow opportunity for this person to ask any questions. Abilene Staff will follow the procedures of the Betty Hardwick Center.
   2) For patients that are unaccompanied, a call to the local Crisis Line is needed. The local Lubbock line is 806-740-1414. The local Abilene line is 325-690-5100. The Crisis Line evaluator will have questions regarding the patient and the threat. The call should be placed by the Care Manager or a medical professional that is knowledgeable about the patient and the threat. Once it is established that a Crisis Intervention worker will be coming to the clinic to meet with the patient, communicate this information to the patient with a potential timeline.

C. Completion of a Patient Safety Plan (Attachment B: Patient Safety Plan) by the Nurse Practitioner, Psychologist, Psychiatrist, or Licensed Clinical Social Worker.

D. If the patient is in the clinic unaccompanied, consider the safety of the location. If the exam room is isolated from the Nurse’s Station, consider moving the patient to a room that can be observed easily from the Nurse’s Station. Secure the room by removing sharp objects and any other potentially hazardous items. A staff member should check on the patient every 15 minutes and document this in the electronic medical record.

E. Patient may be referred to a local emergency room for evaluation if treatment at Sunrise Canyon Hospital or Abilene Betty Hardwick Center is refused. A patient that is an imminent threat to themselves or others should be transferred to the emergency room by ambulance.

F. Patients that threaten violence to themselves or others that refuse all intervention options require notification of local law enforcement for intervention.

G. If a patient is violent or is an imminent threat to others then local law enforcement should be notified by calling 911 for intervention.

4. Document the actions and inventions in the electronic medical record.

5. Complete an occurrence report if indicated by policy 5C.01 Occurrence Report – Clinical Areas.

6. Communication with a patient and all records of identity, assessment, diagnosis, and treatment of the patient are confidential. However, TTUHSC SON Larry Combest
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Community Health and Wellness Center clinics may disclose confidential information to medical or law enforcement personnel if there is a probability of imminent physical injury by the patient, to the patient, or others, or if there is a probability of immediate mental or emotional injury to the patient.

7. Adults with mental disabilities or developmental delays require the incorporation of their parent or legal guardian in making decisions regarding care.

RESPONSIBILITIES | REVIEW | REVISIONS:
It is the responsibility of the Policy & Procedures Committee to review and initiate necessary revisions based on collaboration and input by Policy and Procedure committee and through Administrative management of this policy, including the review and revisions will be the responsibility of the Clinical Services Director.

RIGHT TO CHANGE POLICY:
TTUHSC SON Combest reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.

ATTACHMENTS:
Attachment A: Patient Safety Plan
Attachment B: Sunrise Canyon Hospital Directions & Map