



**CALM EVERY STORM®**

— Learn How. Know When. —

CRISIS CONSULTANT GROUP, LLC

## Joint Commission Alignment - 2011

### The Joint Commission

In The Joint Commission *Sentinel Event Alert* [Issue 40, July 9, 2008), the ten Elements of Performance (EP) were published in order for health care providers to address disruptive and inappropriate behaviors related to staff, management, and other leaders in the work setting. Research has shown that when there are behaviors that undermine performance the safety of clients/patients and the quality of care is diminished, cost of care is increased, patient satisfaction with services is decreased, and turnover rates of staff are increased.

Crisis Consultant Group, LLC (CCG) has always been committed to providing training which meets or exceeds the standards outlined by The Joint Commission. Below are the ten EP's outlined in LD.03.01.01 and a brief response to how CCG addresses each EP. Focus should be paid especially to EP 4 and 5 as these focus on the actual programs offered through CCG for training staff in managing challenging behaviors.

<u>The Joint Commission Leadership Standard</u> <u>LD.03.01.01 – Addressing disruptive and</u> <u>inappropriate behaviors.</u>	<u>Crisis Consultant Group, LLC, response:</u>
<p>The Leadership Standard offers ten Elements of Performance (EP) and are as follows:</p> <ol style="list-style-type: none"><li>1. Leaders regularly evaluate the culture of safety and quality using valid and reliable tools.</li><li>2. Leaders prioritize and implement changes identified by the evaluation.</li><li>3. Leaders provide opportunities for all individuals who work in the hospital to participate in safety and quality initiatives.</li><li>4. The hospital has a code of conduct that defines acceptable, disruptive, and inappropriate behaviors.</li><li>5. Leaders create and implement a process for managing disruptive and inappropriate behaviors.</li><li>6. Leaders provide education that focuses on safety and quality for all individuals.</li><li>7. Leaders establish a team approach among all staff at all levels.</li><li>8. All individuals who work in the hospital, including staff and licensed independent</li></ol>	<ol style="list-style-type: none"><li>1. CCG consistently is working to aid facilities, programs and their staff in ways to use existing measures to evaluate the culture of safety in their programs.</li><li>2. CCG encourages programs and their leaders to implement ways to keep their staff and clients safer based upon information received from the evaluations they perform. CCG examines the feedback and makes changes to the curriculum in order to share information about safety with all of CCG's clients.</li><li>3. CCG's training program for de-escalation allow for all individuals to be trained and feel competent in managing verbally and physically challenging behaviors while maintaining professionalism. Our philosophy is centered in keeping staff and clients/patients safe during a crisis situation by using the least restrictive interventions.</li><li>4. CCG has developed specific components in the curriculum which are designed to focus on professional assessment of skill and development. We focus on the attitudes and behaviors that staff may bring to a crisis situation which may interfere with the successful outcome of a crisis situation.</li><li>5. All of CCG's programs and trainings include</li></ol>

practitioners, are able to openly discuss issues of safety and quality.

9. Literature and advisories relevant to patient safety are available to all individuals who work in the hospital.
10. Leaders define how members of the population(s) served can help identify and manage issues of safety and quality within the hospital.

education and practice situations where staff can learn and implement skills to manage crisis situations. This includes verbal de-escalation and physical interventions when an individual is at imminent risk of harming themselves or someone else.

6. CCG has developed additional training programs which focus on educating staff about the most recent and effective strategies for maintaining safety while enhancing performance through team work.
7. CCG's Prevention, Intervention, and Teamwork Training (PITT), and Crisis Response Team Training (CRTT) courses were developed in response to feedback received from organizations requesting specialized instruction on how to build cohesive teams within the organization, while simultaneously being aware of behavior that may indicate a crisis situation is building.
8. CCG has a unique process and data collection questionnaire (Debrief Assessment Form™) related to debriefing immediately following a crisis situation. CCG staff is also available upon request to review, evaluate, and provide feedback to organizations following a crisis situation. All of CCG's courses express the importance of allowing for supportive, open expression of concerns, thoughts, and lessons learned regarding crisis situations within each organization, from all levels of the organization.
9. Every individual who is trained in CCG's Facing Emergencies And Reacting™ courses are provided with a participant handbook with information they keep and can refer to at any time.
10. Another component of the debriefing process according to CCG is to involve the client/patient when possible following a crisis situation in order to receive feedback about the incident and what could have been done differently in order to avoid the escalation of the crisis.