

Development of a Behavioral Health Response Team

*Nebraska Methodist Hospital
Omaha, NE*

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Process for Identifying Need

- ❑ Nurses at NMH expressed lack of confidence, knowledge of interventions and/or resources in managing behavioral health patients in the acute care setting
- ❑ Patients admitted to the hospital in an inpatient general medical/surgical setting often have a coexisting diagnosis of mental illness, substance abuse or dementia/delirium
- ❑ The lack of appropriate interventions and/or resources to manage this population may contribute to a negative nursing practice environment

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Process Improvement Method

- ❑ Plan, Do, Study, Act (PDSA) Model
 - ❑ October 2015 – Multidisciplinary steering Committee formed to develop and implement a nursing led interdisciplinary consult team to assist the bedside nurse in managing patients when challenging behaviors arise
 - ❑ Members of the Behavioral Health Response Team (BHRT) consists of the Acute Care for Elders and a Medical-Surgical Unit Charge Nurse, Security, House supervisor and Chaplain

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Process Improvement Method

- ☐ April 2015 – Education for BHRT responders on the purpose of the team and their role

- ☐ May 2015- Process shared with clinical leaders, unit nurse educators and the Shared Governance councils

- ☐ June – 2015

- ☐ BHRT Go-Live

- ☐ Post Implementation

- ☐ All BHRT calls reviewed by APRN for opportunities for improvement

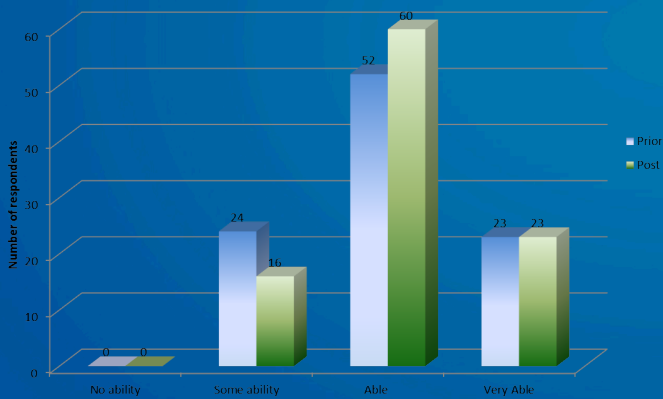
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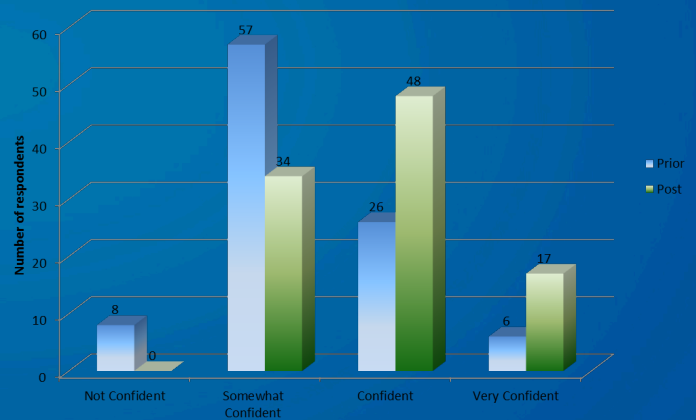
Results

- ❑ Pre/Post RN survey measured nursing confidence, knowledge and sense of safety in dealing with challenging patient behaviors
- ❑ 489 surveys sent / 99 completed

Please rate your ability to recognize key behaviors that indicate the potential for escalation.
n = 99



Please rate your confidence in managing patients with behavioral issues.
N = 99

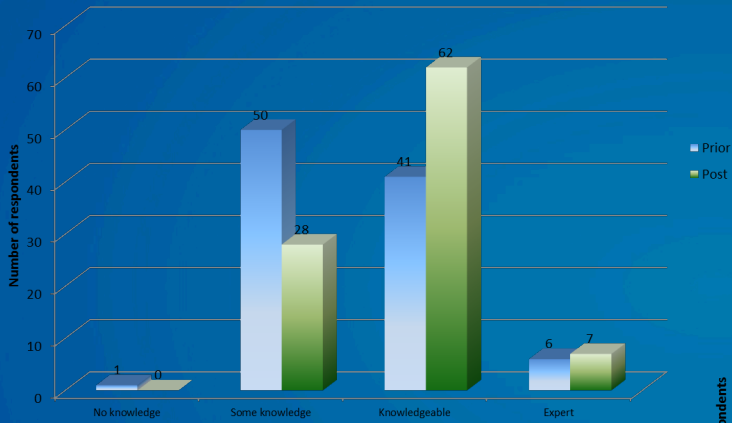


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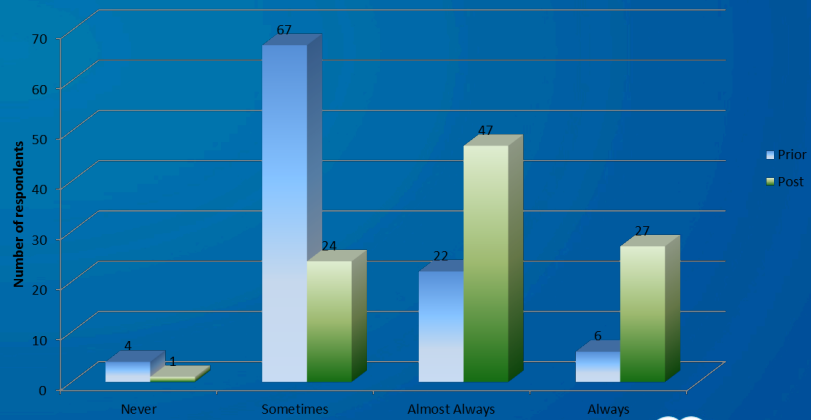


Results

Please rate your knowledge of appropriate interventions for managing difficult behaviors.
N = 98



Do you feel that you had the resources you need to deescalate agitated/aggressive patients?
n = 99



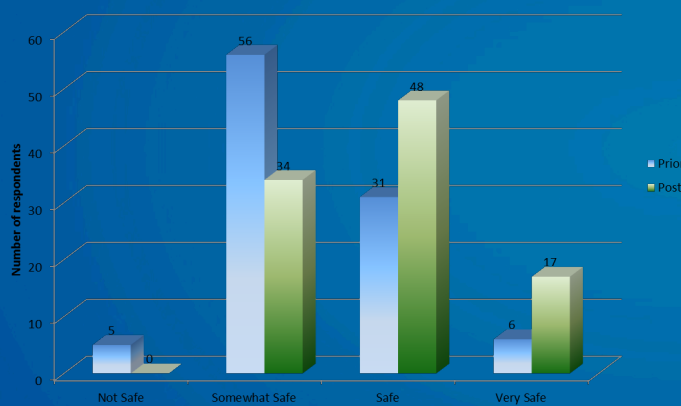
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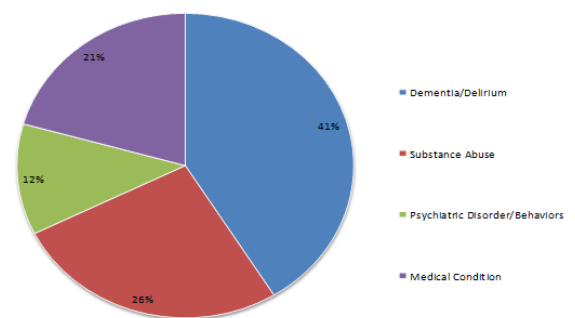
Results

BHRT Calls 2015

Please rate how safe you feel in caring for agitated/aggressive patients.
N = 99



June-December
N=37



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Lessons Learned

- ❑ An interdisciplinary team approach has streamlined the response to more effectively manage this patient population and has had a positive effect on the nurse practice environment
- ❑ Expand BHRT to additional hospitals within the health system
- ❑ Incorporate BHRT education into New Employee Orientation
- ❑ Evaluate the need to implement additional clinical resources with expertise in behavioral health

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