Background

This project involved development of a case-study curriculum to support an existing Emergency Department (ED) de-escalation training program for staff. This new training will supplement their existing didactic training and facilitate de-escalation application discussions through a more interactive curriculum (Forsgren, Christensen, & Hedemalm, 2013). The training will help staff recognize and de-escalate situations in which there may be aggression or violence, through discussions using actual past ED cases. The purpose of this poster is to describe the curriculum development project.

Methods

The project deliverables were defined through discussions with the ED Safety Officer, who served as a Fulfd Fellows Leadership Program mentor. We had initially defined the end deliverable as a PowerPoint presentation of case studies and simulation training conducted, as a follow-up, after the current training program in the JHH ED. The design team included this poster’s authors, and content included didactic work previously completed by an ED interprofessional team. Deadlines were set at every meeting and deliverables were added or taken away as new needs became apparent.

The initial stages of the project called for a strong understanding of the ED workflow. Shadowing various ED roles allowed greater insight into key stakeholders and situations they encountered. Observation and staff anecdotal accounts, event reviews, and literature searches on de-escalation in emergency departments and case study curriculum development/evaluation all contributed to the final products. Throughout the process, the Fellow and Mentor met frequently for discussion and critique.

We agreed that the case studies would be based on actual patient cases from the department. We reviewed recent escalation events that had been reported to the Safety Officer. Three cases were chosen based on the relevance to the training program. Medical records and escalation documents were collected. Files were reviewed and then case studies were written. Case studies were reviewed by the ED Safety Officer and edits and re-writes were conducted as needed. Patient identifiers were changed to protect patient confidentiality.

Review Sheet information was gathered from the original didactic training and put in a more graphic form. The goal was to build upon already existing skills and methods, and to provide consistency in trainings.

A post-training survey was developed based on a previous survey conducted after the didactic training and a literature review of successful surveys for evaluating team trainings. The survey included 3 sections: demographics, training evaluation and knowledge of escalating behavior concepts.

Results

The project resulted in the development of two review sheets: De-escalation Methods, 3 case studies with discussion questions and a post training survey. The three case studies include a variety of situations. Case study 1 for example is a patient whose pain medication is taking longer to administer than he would like. He has several family members with him and collectively they cause an escalation that leaves a nurse fearful of physical violence and a large disturbance at the nurses’ station. Each of the cases included discussion questions and resolutions. The survey is intended both to determine information learned and how valuable participants found the training.

Future Directions

The project will be reviewed by several staff members who work on safety and training on the unit for edits and approval of use. If approved, the training will be provided to nursing staff members of the ED. Additional review and case development will be pursued for a broader interprofessional audience, based on the framework provided by this project.

Future work building from this project may include simulation training and additional case scenarios.

References


