



Milieu Management in Medical Respite

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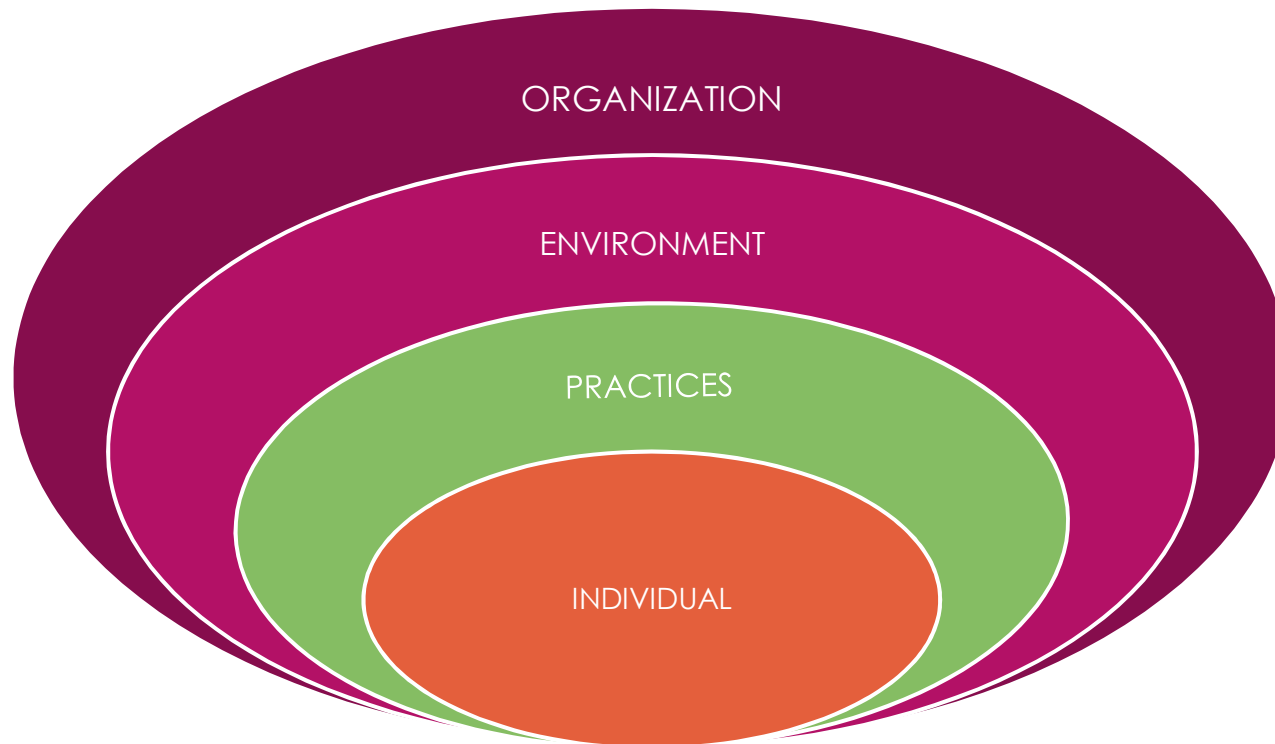
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Milieu Management Impacts

- ▶ Patient and Staff Safety
- ▶ Patient and Staff Satisfaction
- ▶ Retention of Patients in Care
- ▶ Health and Social Outcomes
- ▶ Cost Outcomes
- ▶ Program Viability

FACTORS INFLUENCING MILIEU





OPPORTUNITIES TO OPTIMIZE SUCCESS

- ▶ Pre-admission Practices
- ▶ Admission Practices
- ▶ Unit Practices
- ▶ Discharge Practices
- ▶ Post-discharge practices





33 yo M, Wound Care Needs

- ▶ Unsheltered
- ▶ DM on insulin, Neuropathy with fall risk
- ▶ Severe Opioid Use Disorder
- ▶ h/o multiple OD in outpatient clinic
- ▶ Multiple respite admissions, AWOL/AMA
- ▶ h/o stealing from other patients
- ▶ Very engaging personality
- ▶ Staff have compassion fatigue



Optimizing Success—Where does the conversation begin?

- ▶ Goals of admission?
- ▶ Preadmission agreement
- ▶ Structure for respite stay
- ▶ How to measure success?
- ▶ How to support staff?



Subsequent Events

- ▶ Goes to MMT
- ▶ Returns with pills in shoes, paraphernalia, over-sedated
- ▶ Next step??



Chop, chop! 1st night adventure

- ▶ 28 yo male with polytrauma
- ▶ demanding, rude, disrespectful
- ▶ Feigning oversedation
- ▶ In female room with pants down
- ▶ Incontinent of bowel X 2 during night



Weapons Management

- ▶ Belongings search located a 2" Fold Blade
- ▶ Searching Belongings
- ▶ What to do with found weapons
- ▶ Role of security in respite
- ▶ Weapons Management Policy





Organization

- ▶ Philosophy, Prioritize Safety, Policies
- ▶ De-escalation and TIC Training
- ▶ Emergency Response Protocol
- ▶ Functional EHR
- ▶ Incident Reports, Patient Alerts
- ▶ Debriefing and Process Improvement
- ▶ Support for threatened staff—escorts, advocate, change work area/ schedule
- ▶ Policies: Weapons, Visitors, Drugs, Agreements



ENVIRONMENTAL FACTORS

- ▶ Welcoming & Clean Environment
- ▶ Closed or Open Facility
- ▶ Privacy
- ▶ Layout for visibility/exit, mirrors, cameras
- ▶ Alarm System, Safe Space
- ▶ Signage of key policies
- ▶ Adequacy of space/crowding



UNIT/PROGRAM PRACTICES

- ▶ What pre-admission practices can be helpful?
- ▶ What staffing factors impact milieu?
- ▶ What staff practices impact the milieu?
- ▶ What are some successful practices in response to problematic behavioral issues—disruptive but not threatening?



UNIT/PROGRAM PRACTICES

- ▶ Pre-respite practices
- ▶ Admission and discharge procedures
- ▶ Staffing, wait times/# staff for safety
- ▶ Staff monitoring milieu
- ▶ Security staff on team—pros/cons
- ▶ Trauma-Informed Care
- ▶ Early ID, intervention, De-escalation



UNIT/PROGRAM PRACTICES

- ▶ Individualized Behavioral Plans
- ▶ Communication between staff & shifts
- ▶ Readmission Criteria
- ▶ Regular & prn Community Meetings
- ▶ Visiting hours when staffing is high



UNIT/PROGRAM PRACTICES

- ▶ Programming
- ▶ Peer Involvement
- ▶ Patient Monitoring
- ▶ Staff Self-Care
- ▶ Boundaries
- ▶ Patient Feedback/Participation



Individual Patient Characteristics

- ▶ Trauma history, sense of trust/safety
- ▶ H/O Violence, Sex Offender Status, Suicide Attempts
- ▶ Altered Mental Status: TBI, dementia, delirium
- ▶ Under the Influence
- ▶ Withdrawal or Pain
- ▶ Uncompensated Mental Illness



Individual Patient Characteristics

- ▶ Stressors: Homelessness, Critical Illnesses, Pain, DV, assault, PTSD
- ▶ Limited Coping Skills
- ▶ Trauma Triggers
- ▶ Learned Behaviors
- ▶ Possession of Weapons



Addressing Patient Characteristics

- ▶ Screen for risks and behavioral appropriateness
- ▶ Pre-admit/Admit education: No Weapons
- ▶ Admission Agreements to set expectations
- ▶ Be on Alert for Altered Mental Status
- ▶ Prevent withdrawal: Discharge Rx, Respite Rx, Negotiate Use Patterns, Refer for CD Treatment
- ▶ Access to Timely MH Rx/counseling
- ▶ Opioid Rx Agreement



Addressing Patient Characteristics Post-Admission

- ▶ Timely Review of Legal/Behavior History
- ▶ Data gathering about behavior on unit
- ▶ Documentation & Effective communication about problematic behavior
- ▶ Formal/Accessible Behavioral Plans
- ▶ 2-person care plan
- ▶ Readmission Criteria List, Preadmit Screening/Agreements