Response to Escalated Situations Training (R.E.S.T.)

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Program Overview

- L/M Partnership
- Train the Trainer
- Sustainable de-escalation skills training
- Day-long session
- 713 staff participated
Staff Response & Escalation Cycle

1. Initial Contact
   - Patient is (ready to get) angry, upset
   - Sensitive, reactive
   - Feels Powerless
   - Feels Depersonalized
   - Fearful
   - Feels unimportant

2. Employee Response/Action
   - Authoritarian response
   - Gets triggered
   - Responds defensively
   - Coldness or terseness
   - Unhelpful or passive, fearful
   - Lack of listening, impatience

3. Patient Reactions
   - Increased frustration, sense of helplessness, fear
   - Increased aggression, more abusive

4. Employee Response/Action
   - Defends counter-attacks
   - More triggered, less controlled
   - More aggressive, colder
   - Even less helpful sounding

5. Escalation to Crisis
   - Loss of Control
   - Violence Potential
R.E.S.T. REMINDERS

Cooperative Language Makes A Difference

- Listen
- Remain calm
- Control your emotions
- Help name the feeling
- Connect—use the person’s name
- Distract and re-focus on something positive
- Break problems into manageable pieces
- Speak slowly, clearly & confidently
- Offer clear, simple choices and instructions

“Here’s what we CAN do…”

“Let’s see what we can figure out…”

“We don’t usually…”

“We were you aware that you…”

“I don’t think that’s going to help you…”

“You might try…”

“Would you be willing to…”

“It’s possible that…”
Since the Rest Program . . .

I am able to recognize potential triggers to violence.  
59% Agree  38% Strongly Agree

I am able to identify the different levels of escalation.  
63% Agree  33% Strongly Agree

I use cooperative language to diffuse escalating situations.  
60% Agree  37% Strongly Agree

I have become an active listener.  
47% Agree  51% Strongly Agree

I ensure the physical well-being of myself and others.  
36% Agree  61% Strongly Agree

Legend:  
Blue: Strongly Disagree  Red: Disagree  Green: Agree  Purple: Strongly Agree
“Thanks to the R.E.S.T. program, I was able to use my active listening and ‘naming the feeling’ tools to de-escalate a patient when they were upset due to a non-issued referral. The outcome was great. He got his referral and left peacefully.”