

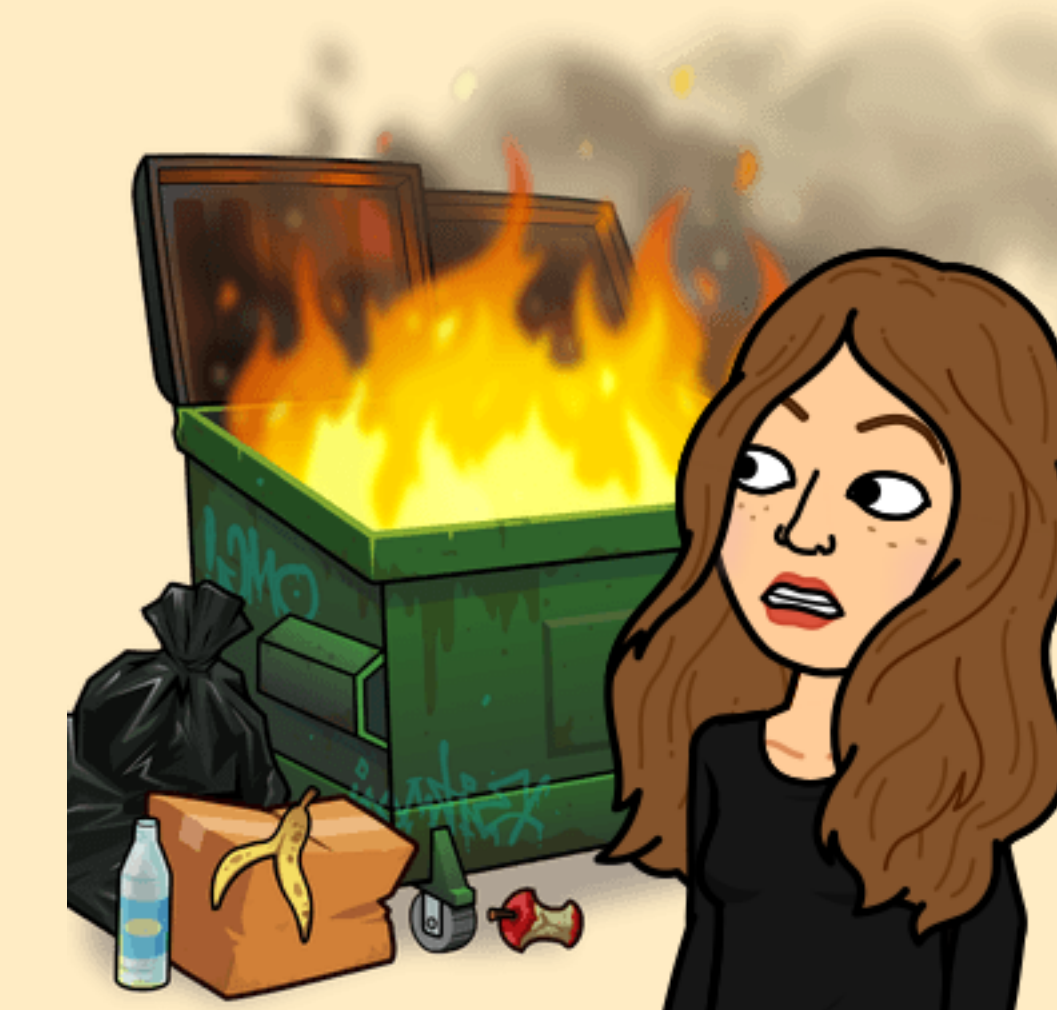


# PREPARING RESIDENTS FOR BEHAVIORAL CODES: A quality improvement initiative

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**AIM:** To increase resident knowledge & comfort with behavioral codes, including use of restraints and appropriate first-line behavioral medications, by May 2019.

## background

**Behavioral codes**—called when a patient is exhibiting abusive or threatening behavior—can be **challenging** for patients, family, and staff. Residents face difficult questions, including how to try to **verbally deescalate** a situation, what **medications** to choose, and when **restraints** are appropriate.

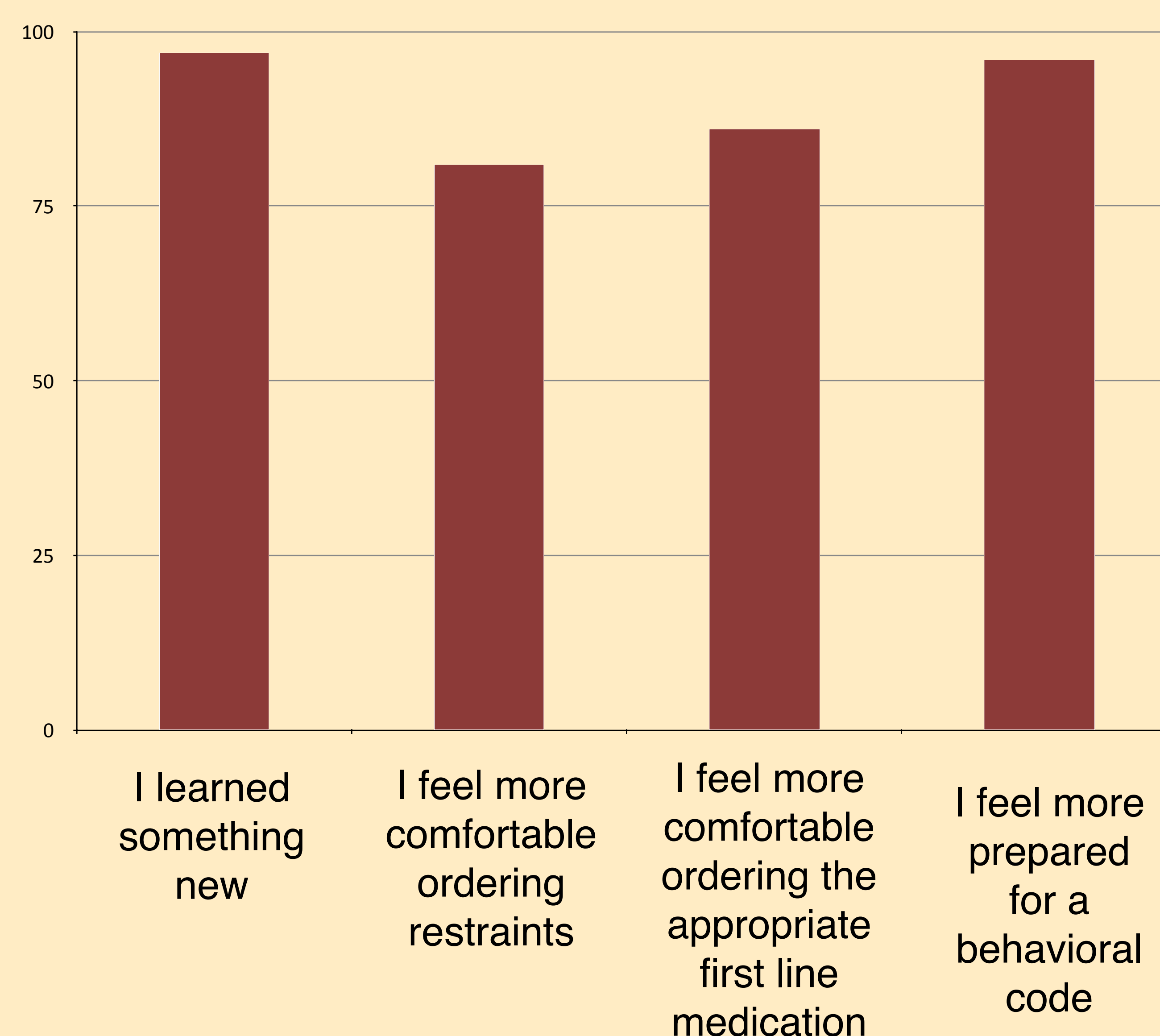
We created a quality improvement initiative aimed to **enhance resident knowledge and comfort** surrounding behavioral codes on the pediatric wards.

## methods

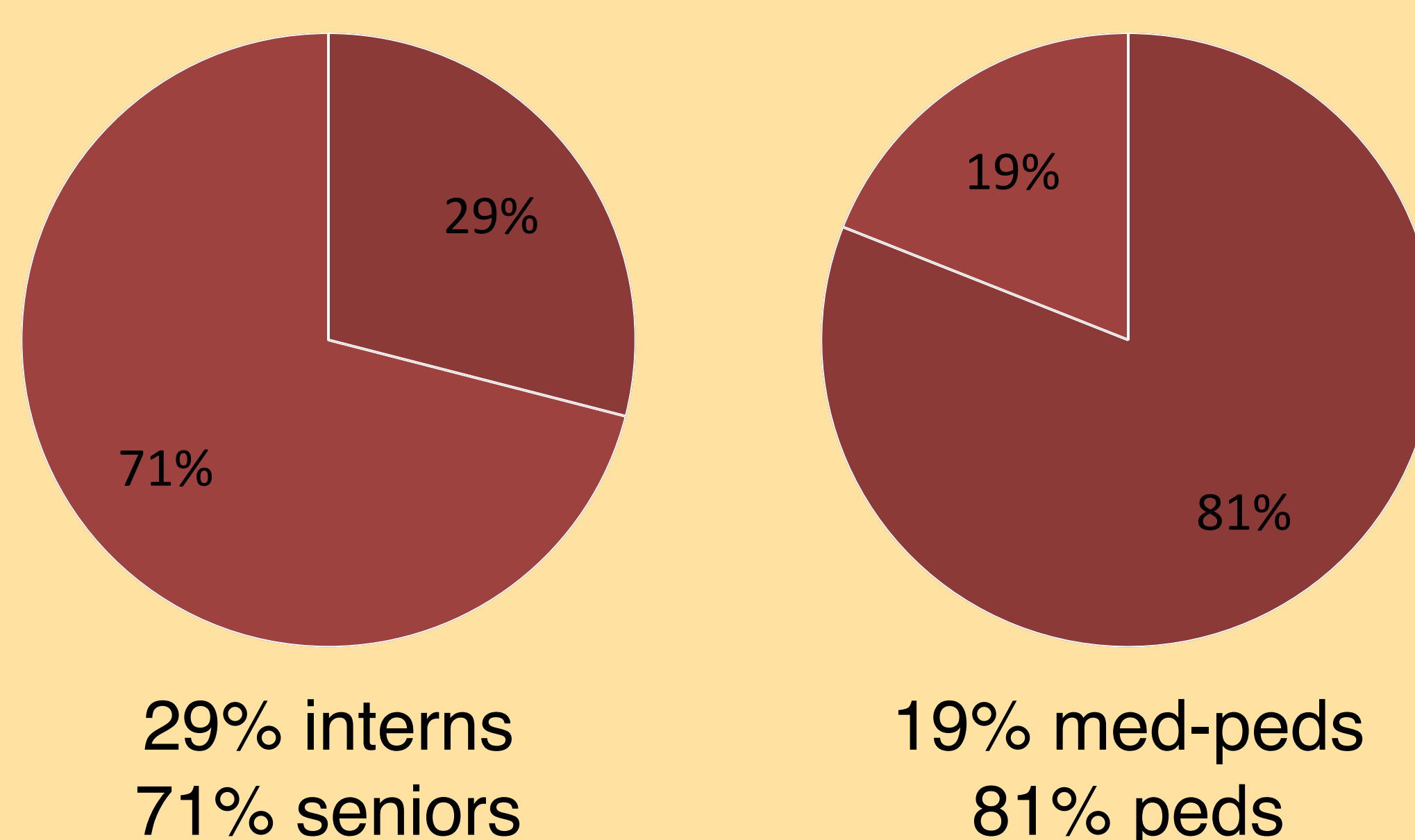
A **code card** was created with the help of faculty and a **multidisciplinary team** to provide a fast resource for residents during behavioral codes.

The card includes tips on **when to call a code**, pearls for **verbal de-escalation**, **medication options**, and when to order **restraints**. A **dot phrase** was created to encourage and improve code documentation. We sent out **PDFs** of the code card to the current pediatric and med-peds residents, and surveyed their initial responses.

Percentage of residents who responded “Yes”



Residents responding to the survey



## conclusions

The code card was a **helpful tool** to improve resident knowledge and comfort with behavioral codes.

## possible future directions

- Develop a **behavioral code simulation** to give residents a chance to practice
- Create a template for an **escalation plan** for patients likely to trigger behavioral codes
- Create additional **resources for other team members** involved in a code, such as nurses
- **Analyze pre- and post-intervention data** in Epic to compare use of appropriate first line medications or change in need for restraints

## special thanks

**To Dr. Meghan Fanta & Amy Gaug** - thanks for helping us print & laminate the code cards!

**To Dr. Jordan Marmet** - thanks for providing feedback as we created the code cards!

