

TAKING CARE OF CHALLENGING BEHAVIOUR

SA Health recognises that consumers, carers, volunteers and staff all want health services in which health care can be both delivered and received without personal threat or risk.



What is challenging behaviour?

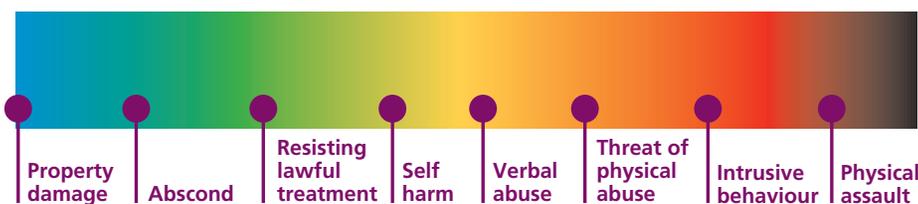
Any behaviour with the potential to physically or psychologically harm another person or self or property. It can range from verbal abuse through to threats or acts of physical violence.



High Risk Settings



Challenging Behaviour Spectrum



Ultimately, regardless of its extremity, challenging behaviour is a barrier to the delivery of care in a way that is safe for the consumer and health staff.

SA Health have released a comprehensive strategy which aims at supporting health services to focus action on prevention and response to challenging behaviour in a systematic way. For more information visit www.sahealth.sa.gov.au/ChallengingBehaviourStrategy

Challenging behaviour incidents in 2016



5216

Patient related incidents

- 37% behaviour to other persons
- 24% absconded
- 14% behaviour to patient
- 13% persistent damage to object(s) or disregard for hospital by-laws



2450

Work health safety incidents

- 55% hit by a moving object/person
- 45% mental stress from exposure/victim/witness to violent event

10127

Code Black calls (Personal Threat)

*28% increase from 2015

*Includes data from Safety Learning System (September 2015 onward) and from Health Watch (prior to September 2015).



Government of South Australia

SA Health