

CHALLENGING BEHAVIOUR TOOLKIT

TOOL 9

**Consequences of challenging
behaviour, violence and aggression**



**Government
of South Australia**

SA Health

WHO AND WHAT	CHALLENGING BEHAVIOUR EXHIBITED BY PATIENT	CHALLENGING BEHAVIOUR EXHIBITED BY OTHER PERSON (Carer, family member, relative, visitor, friend, bystander or other member of the public)	WORKERS (Worker, employee, volunteer, student, contractor)
Overall category	<ul style="list-style-type: none"> > challenging behaviour related to medical condition and symptoms (did not have decision-making capacity at the time) > intentional, deliberate aggression or violence (had decision-making capacity at the time) 	intentional, deliberate aggression or violence	<ul style="list-style-type: none"> > exhibit challenging behavior, or > provide an inappropriate or inadequate response to challenging behaviour
Type of behaviour	<ul style="list-style-type: none"> > verbal abuse or disruption > actual or threat of physical abuse, assault > damage to property or disregard for hospital by-laws > intrusive behaviour (including stalking, cyber-bullying) > physical resistance to the provision of lawful treatment. (where the person does not have decision-making capacity and/or is under a legal order) > absconding or attempting to leave when under an order, or where there is risk to self or others in doing so > self-harm- actual, threatened, intentional or unintentional > unauthorised entry into a restricted/staff only area 	<ul style="list-style-type: none"> > verbal abuse or disruption > actual or threat of physical abuse, assault > damage to property > disregard for hospital by-laws > intrusive behaviour (including stalking, cyber-bullying) 	<ul style="list-style-type: none"> > abuse of patient – verbal or physical assault > unlawful restraint, seclusion, confinement (assault) > unlawful searching and seizing possessions > treatment without authorisation by consent; or legal order/authorisation > ignoring complaints or refusing to act on complaints > failing to <ul style="list-style-type: none"> – provide proper care (neglect, negligence) – provide a safe working environment – act to protect people from harm > failing to report <ul style="list-style-type: none"> – child protection issues – weapons – gunshot wounds, illegal substances – alleged misconduct by other staff; other
Follow-up after the incident	<ul style="list-style-type: none"> > debriefing > personal comfort plan > behavioural modification program (mental health or disability) 		<ul style="list-style-type: none"> > Care for the patient affected by the staff behaviour > debriefing with worker > Employee Assistance Program (EAP)

<p>Where incident reported</p>	<p>Safety Learning System (SLS)</p> <p>Patient incident module – Challenging behaviour</p> <ul style="list-style-type: none"> > patient to patient > patient to other person <p>SLS Worker incident</p> <ul style="list-style-type: none"> > patient to staff <p>SLS Security module</p> <ul style="list-style-type: none"> > Emergency > Code Black > Non-emergency > Disregard for Hospital By laws > Security attendance 	<p>Safety Learning System (SLS)</p> <p>Work Health Safety module</p> <ul style="list-style-type: none"> > other person to staff > other person to patient, or other person present <p>SLS Security module</p> <ul style="list-style-type: none"> > Code Black and security attendance <p>SAAS IRQA</p> <ul style="list-style-type: none"> > Code 51 and code for police attendance 	<p>Clinical manager</p> <p>Human Resources (HR)</p> <p>AHPRA (Registered health professional)</p> <p>HCSCC (Unregistered health professional)</p> <p>Safety Learning System (SLS)</p> <p>Patient incident module</p> <ul style="list-style-type: none"> > Challenging behavior > staff to patient <p>Employee Disciplinary Matters module (HR access only)</p> <p>Patient incident module – for the patient affected by the staff behaviour</p>
<p>Mechanisms for resolution</p>	<ul style="list-style-type: none"> > complaints mechanisms > Consumer Advisors > Mental Health Community Visitor Scheme > HCSCC Commissioner 	<ul style="list-style-type: none"> > complaints mechanisms > Consumer Advisors > Mental Health Community Visitor Scheme > HCSCC Commissioner 	<ul style="list-style-type: none"> > human resources processes > medical malpractice investigation > other
<p>Consequences</p>	<ul style="list-style-type: none"> > health service can make agreement with patient, carers, family/other reconditions for the safe provision of service > worker can report alleged criminal conduct to SAPOL. SAPOL may institute charges, including aggravated offences under the Criminal Law Consolidation Act 1935. Making a report provides a record of the alleged offence/ incident 	<ul style="list-style-type: none"> > the person can be prohibited from returning to the services for 24 hours. > security officers and authorised officers can remove a person, search and seize possessions and hold the person until police arrive. > worker can report alleged criminal conduct to SAPOL and SAPOL may institute charges, including aggravated offences under the Criminal Law Consolidation Act 1935 	<ul style="list-style-type: none"> > worker can be investigated for misconduct, other > disciplinary action from employer and professional body, registering body > patient can report alleged conduct to SAPOL and SAPOL may institute charges against the staff member. > unregistered – HCSCC orders

For more information

SA Health

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Public: I1-A1



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