



STV Emergency Response

A strategy for ensuring the safety and wellbeing of our people

Code Grey

Barb Stevens

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History of Code Grey at STV

How it started : Code Grey @ SVH (1992-2011)

- 2 staff injured serious injuries requiring surgery and lost time

Executive, Human Resources, Corporate Counsel, Medical and Nursing Directors

- Researched and developed training module
- Over the last 19 years the training modules at STV are reviewed yearly
 1. key improvements made to size of team
 2. type of training
 3. related policies
 4. follow up procedures improved
- Training is mandatory with yearly refreshers
- Online training is mandatory for all staff /Corrections have on line training module
- Governance Structure : Aggression Prevention and Management Committee
 Emergency Codes Management Committee
 Executive OHS and People Steering Committee

STV Code Grey response

Why we think it works well

- Mission and Values

Respect Dignity Compassion Excellence Unity

- Clinical focus not Security focus

All patients require a medical review when behaving aggressively from the outset to determine medical cause of Code Grey

Medical Registrar and Senior Code Grey Coordinator (NUM or After Hours Coordinator) attend all codes

- Senior clinical personnel in lead role

Using Senior Clinical leads in all codes enables a swift well informed decision making process

- Coordinated team response

Arrival of team to a Code Grey direction for actions led by Code Grey Coordinator

- Fixed team numbers

Team response numbers involved in team, specific actions by the team are the same for all codes

- Security

- STV have own Security staff – highly respected compassionate team – complete all



Aggression Investigation Coordinator

Presented by Tiffany Plummer

- Developed through the BBP
- Development and implementation of Aggression Incident Investigation Form
- Development of Management of Aggression and violence in the Workplace Handbook
- Education and Training- Hot spots, in-service provision on site.
- DVD



Building Better Partnerships Aggression Incident Investigation Form

OHS Contact Details

OHS Manager	ext 3937	catherine.jeffries@svhm.org.au
Aggression Coordinator	ext 3276	tiffany.GASPARI@svhm.org.au
Emergency Management Coordinator	ext 3276	Barbara.Stevens@svhm.org.au

Name of Health Safety Representative:

Department Manager:

VHIMS INCIDENT

INCIDENT	SUMMARY	NOTES
VHIMS Reference No		
Location		
Date and Time		
Injured/Affected person		
DOB		
Occupation		
Contact details		
VHIMS summary		

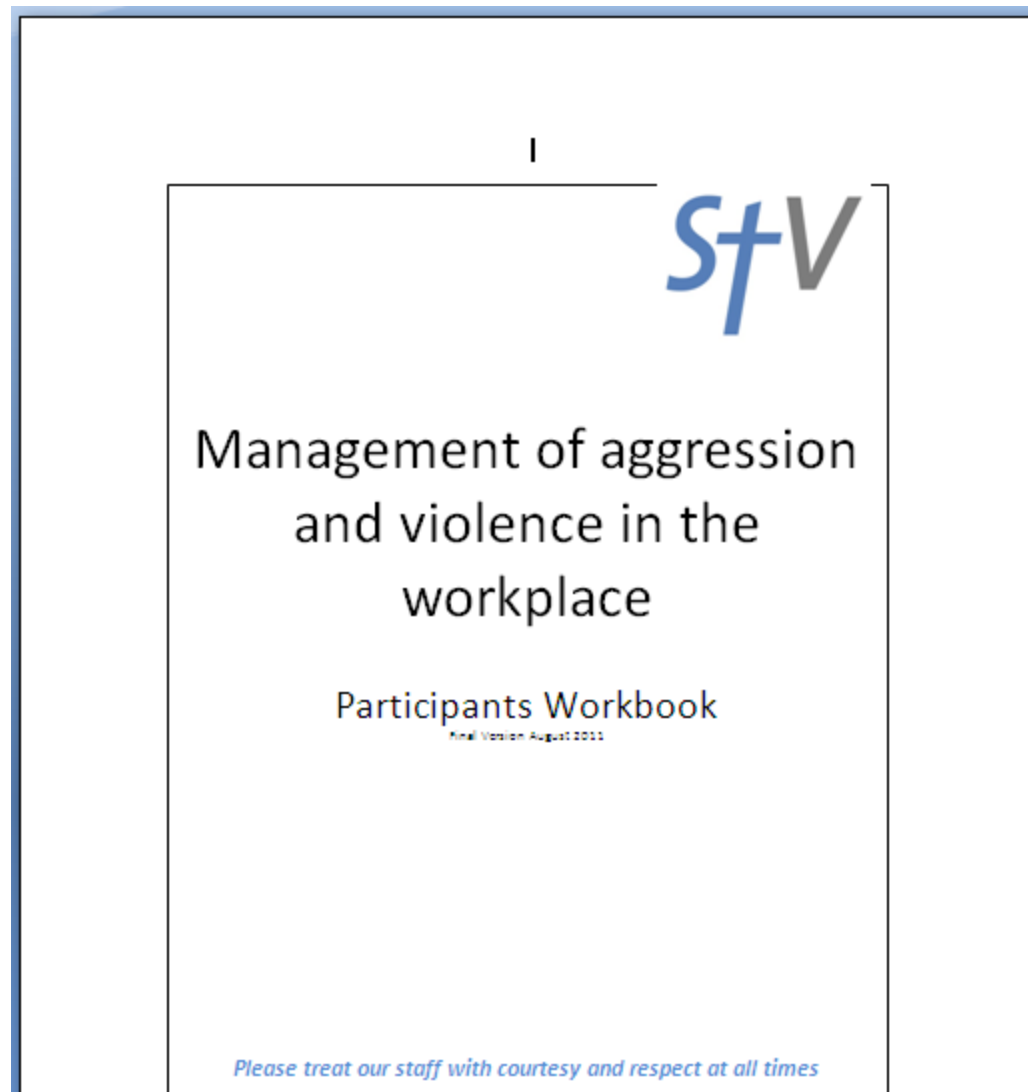
SEQUENCE OF EVENTS

Prior		
Actual		
Post		

PATIENT INFORMATION

PATIENT DETAILS

UR Number		
Name		
Relevant past medical History		
History of		



Outcomes

- Outpatients forum including Security, Telecommunications Manager and Patient Representatives.
- Management plans for patients
- Increased education and training for staff in certain departments including residential areas.
- Areas of development:
 - I. Agency staff/ follow up post incident
 - II. DVD
 - III. Pathology

S.V.H. Code Grey Clinical Restraint Team Ongoing Training Program.

- **History Code Grey @ SVH (1994-2011)**
- **Occupational Violence in Nursing. Study of 4 Hospitals (Feb 2005)**
- **Inquiry into Violence and security arrangements in Victorian Hospitals (Parliament of Victoria 2011)**

- **Objective of training session**
- **Managing patient aggression and violence.**
- **Roles and responsibilities of the Code Grey Team**
- **Safe Restraint Techniques.**
- **Team Assessments.**



Compassion

Justice

Human Dignity

Excellence

Unity



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