

Taking the RIGHT STEPS* to Reduce Restrictive Interventions:

An Informatics and Quality Improvement Approach to Restrictive Interventions, Equity, and Safety

Leads: Rebecca Bottom, Michael Kane, Jamie Knowles

Sponsors: Brad Gaynes, Tye Hunt-Harrison, Samantha Meltzer-Brody, Kenan Penaskovic

Team Members: Shelley Ashcroft, Tracy Blackwell, Kevin Gent, Chase Greeson, Matt Huemmer, Joy Martin, Kelly Reilly, Liz Taber, Sharon van Fleet



10.17.2023

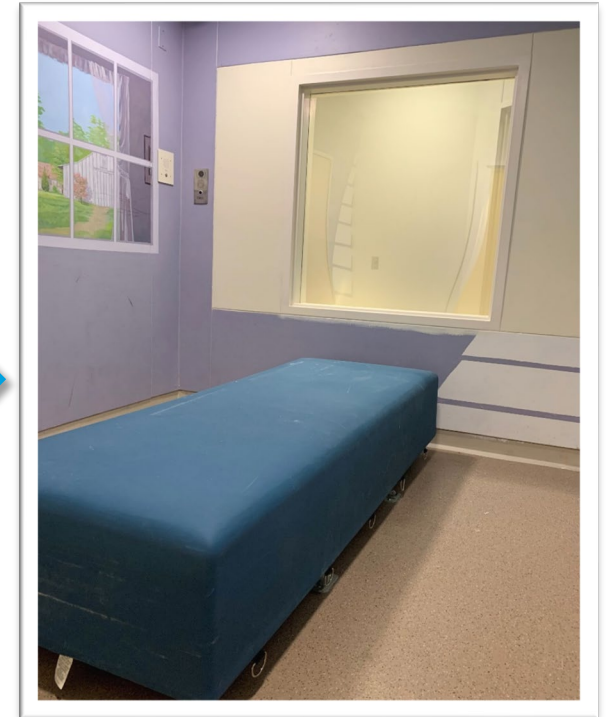


UNC
INSTITUTE FOR HEALTHCARE
QUALITY IMPROVEMENT

* Restrictive Intervention Graphical Hub Toward Safety, Transparency, and Equity, in Psychiatric Services

Patient Story

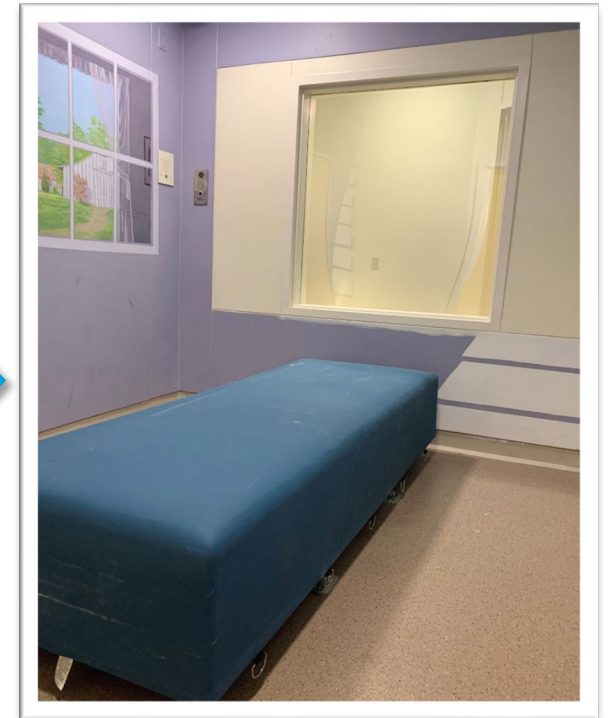
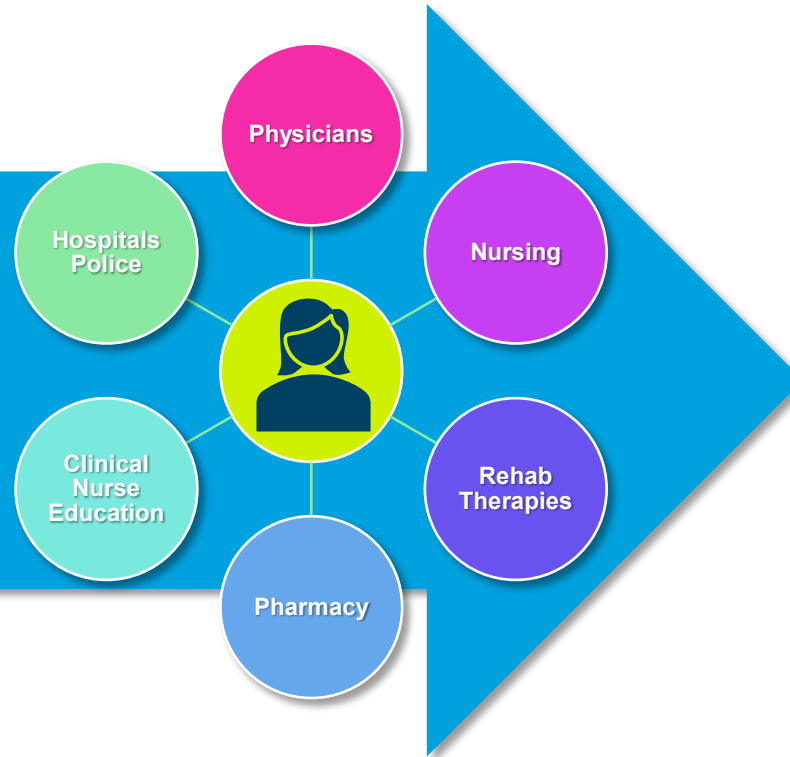
- Adult patient with psychosis and an intellectual disability admitted to 8 BT for chemotherapy
- Agitation, confusion, irritability through medical admission led to 24/7 use of mechanical restraints



Restraints & Seclusion

Patient Story

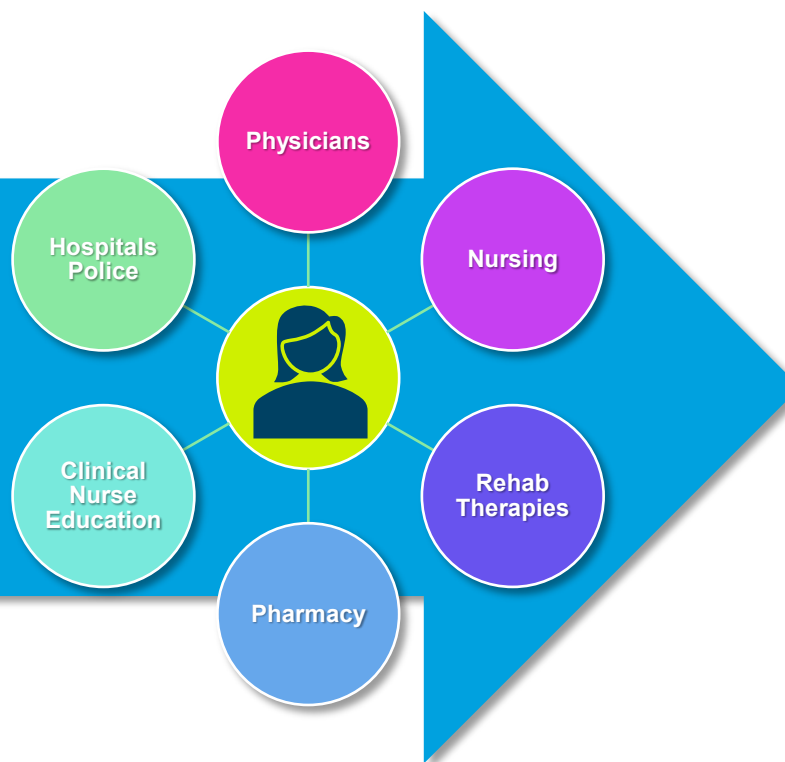
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Restraints & Seclusion

Patient Story

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- Agitation, confusion, irritability through medical admission led to 24/7 use of mechanical restraints



Outcomes

Safe transfer

Patient safety

Staff safety

No restrictive interventions

Restrictive Interventions: Background

- Restrictive Interventions (RIs) are among the most controversial procedures used in the mental health field, which include therapeutic holds, seclusions and mechanical restraints
- High risk, problem-prone interventions that can be dangerous to both patients and staff in inpatient mental health treatment environments
- Qualitative interviews with patients reveal themes related to traumatic experiences and difficulty resolving their experience
- Numerous studies have demonstrated that patient race and ethnicity are independent risk factors for use of restrictive interventions

Aims

SMART Aim Statement:

- By August 31, 2023 this project will reduce the median RI rate on 3 NSH from **1.9 RI minutes per patient census day*** to **1.3 RI minutes per patient census day***

*Normalized Rate:

$$\frac{\text{Total minutes in RIs}}{\text{Patient census days}}$$

Global Aims:

- Improve patient safety, quality, and equity related to the use of restrictive interventions on psychiatric units
- Demonstrate a paradigm for a learning health system through quality improvement

Learning Health System



Changes: RIGHT STEPS Toward Carolina Quality



Huddles

- Nursing Support Huddles



TeamSTEPPS

- Acute Debriefs



Visual Management

- Dashboards



SAFE Reporting

- Workplace Violence Events
- Seclusion/Restraint Events



Just Culture

- Post-Acute Learning Sessions

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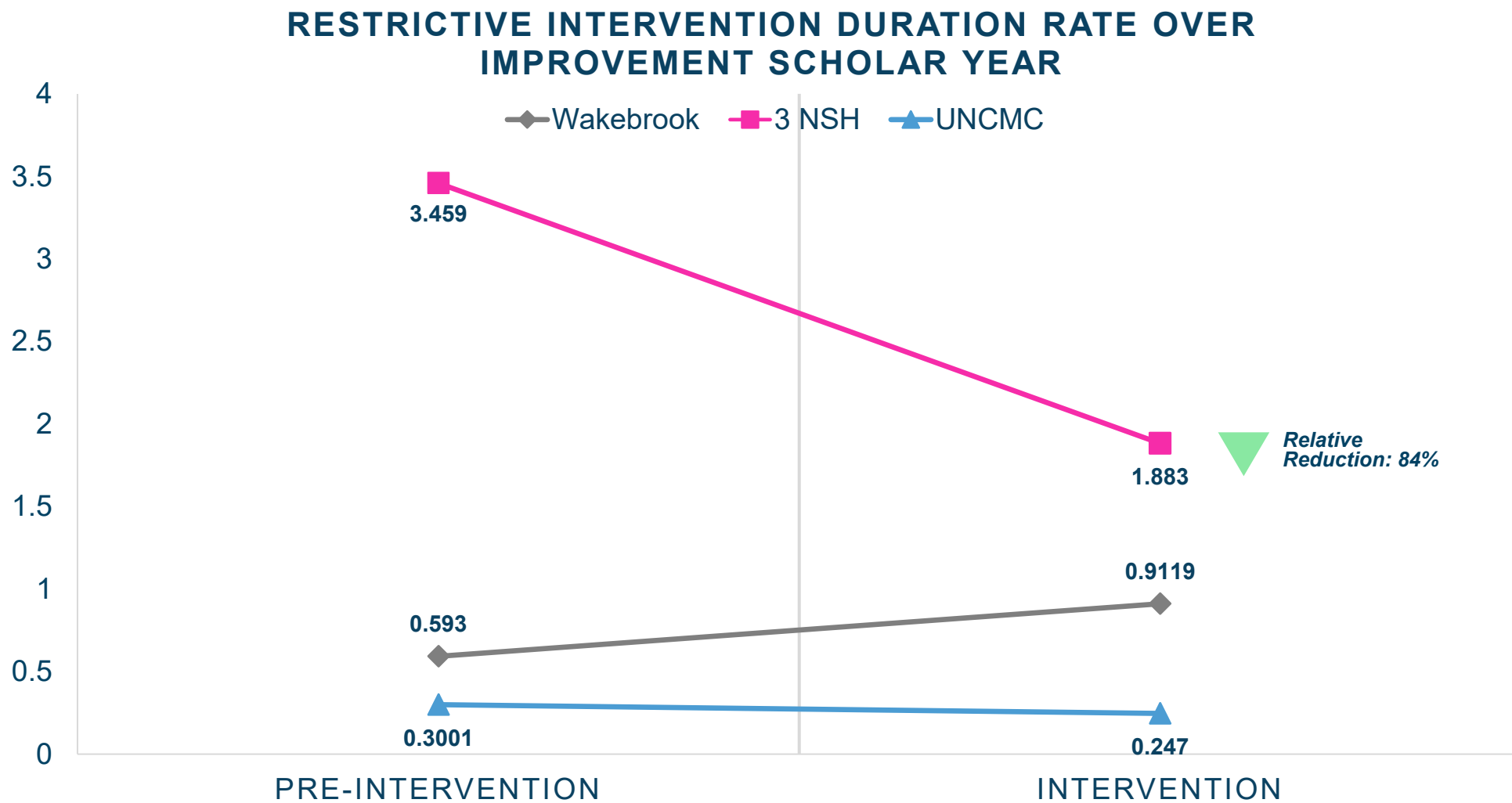
MD
ROUNDS



RN DAY SHIFT

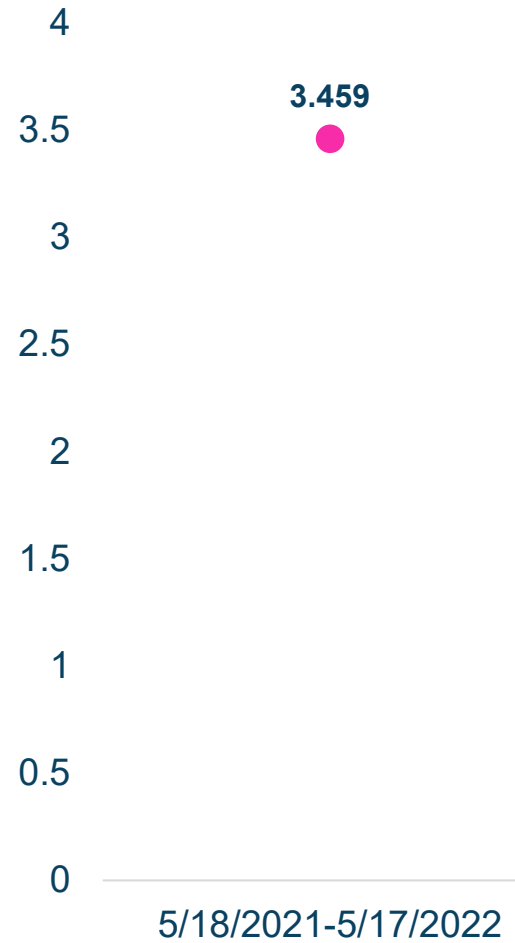
RN NIGHT SHIFT

Measures & Data



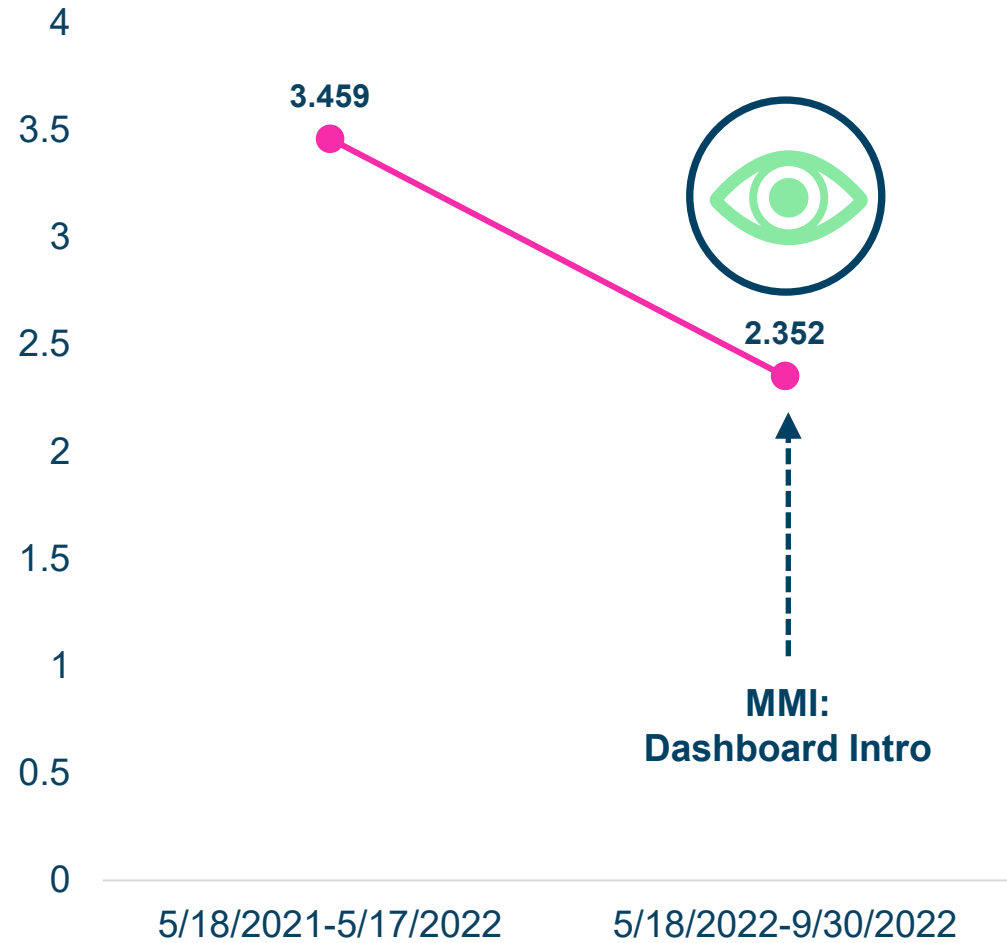
Measures & Data

RESTRICTIVE INTERVENTION EFFORTS ON 3 NSH

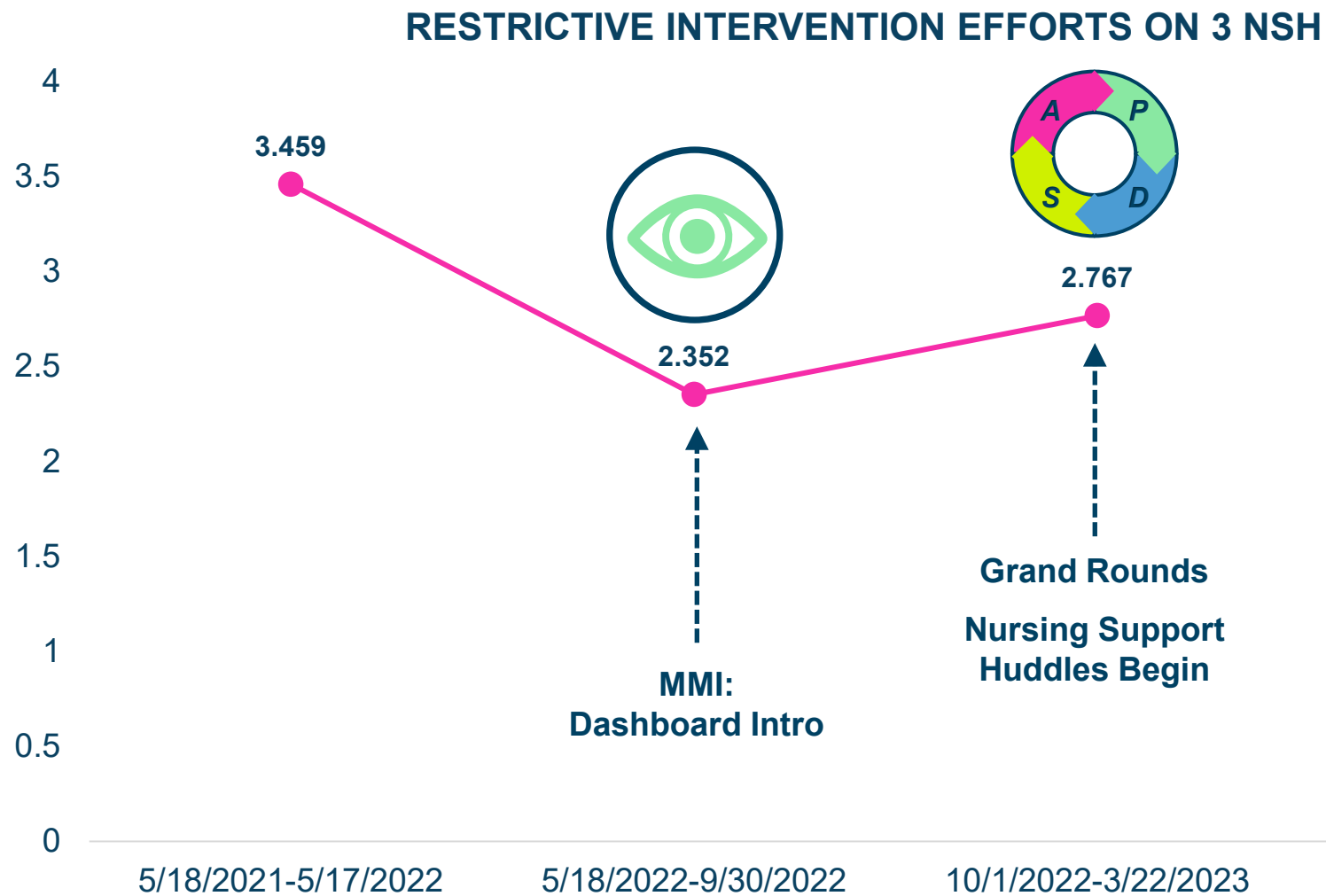


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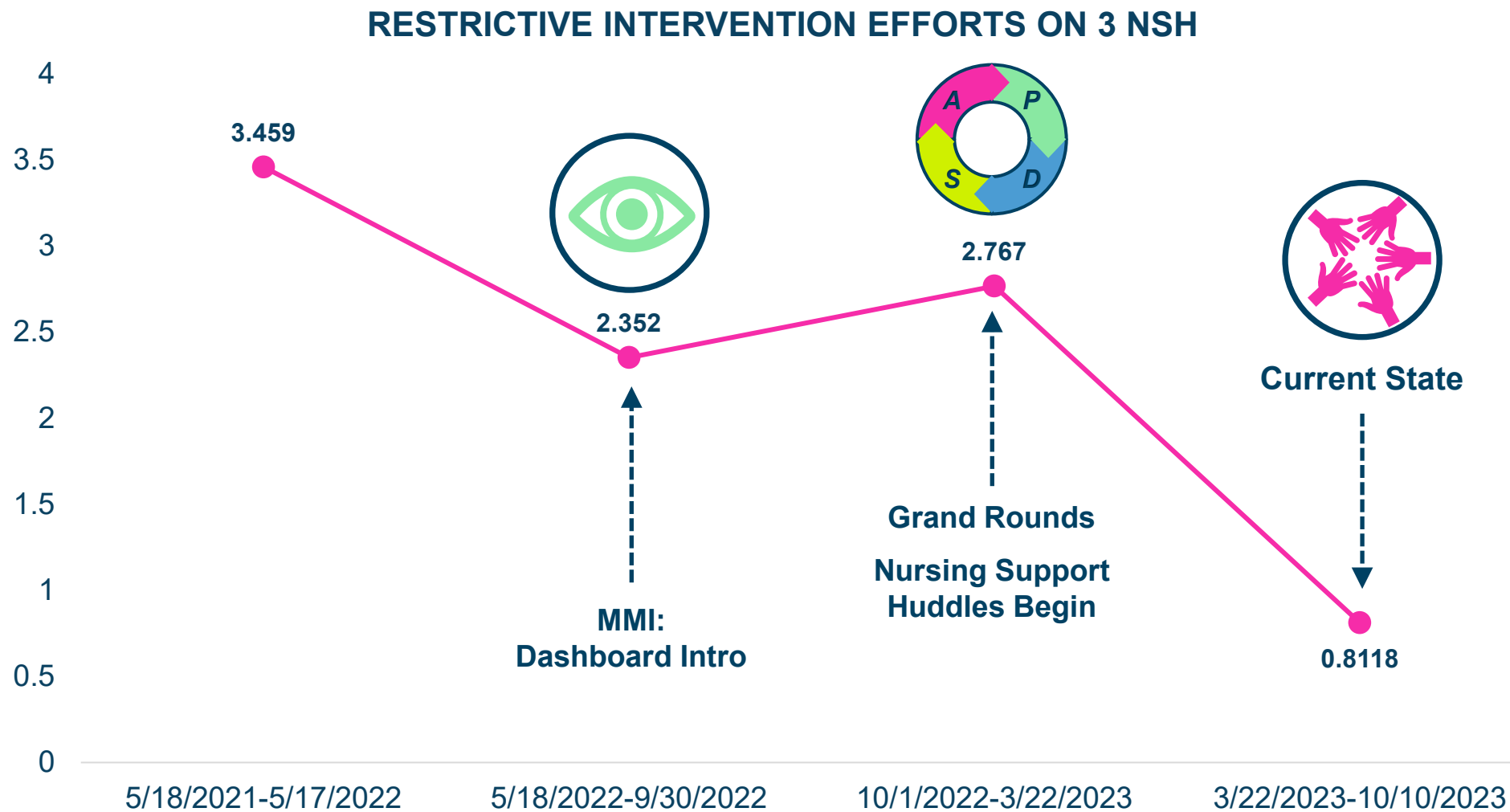
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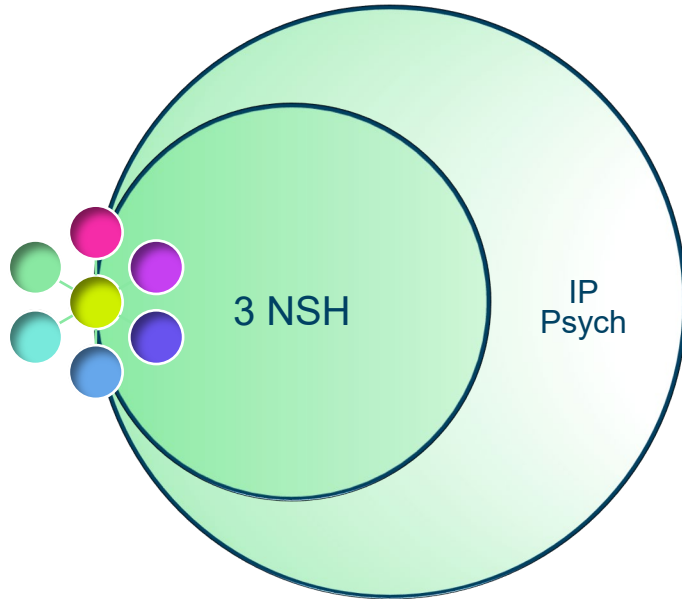
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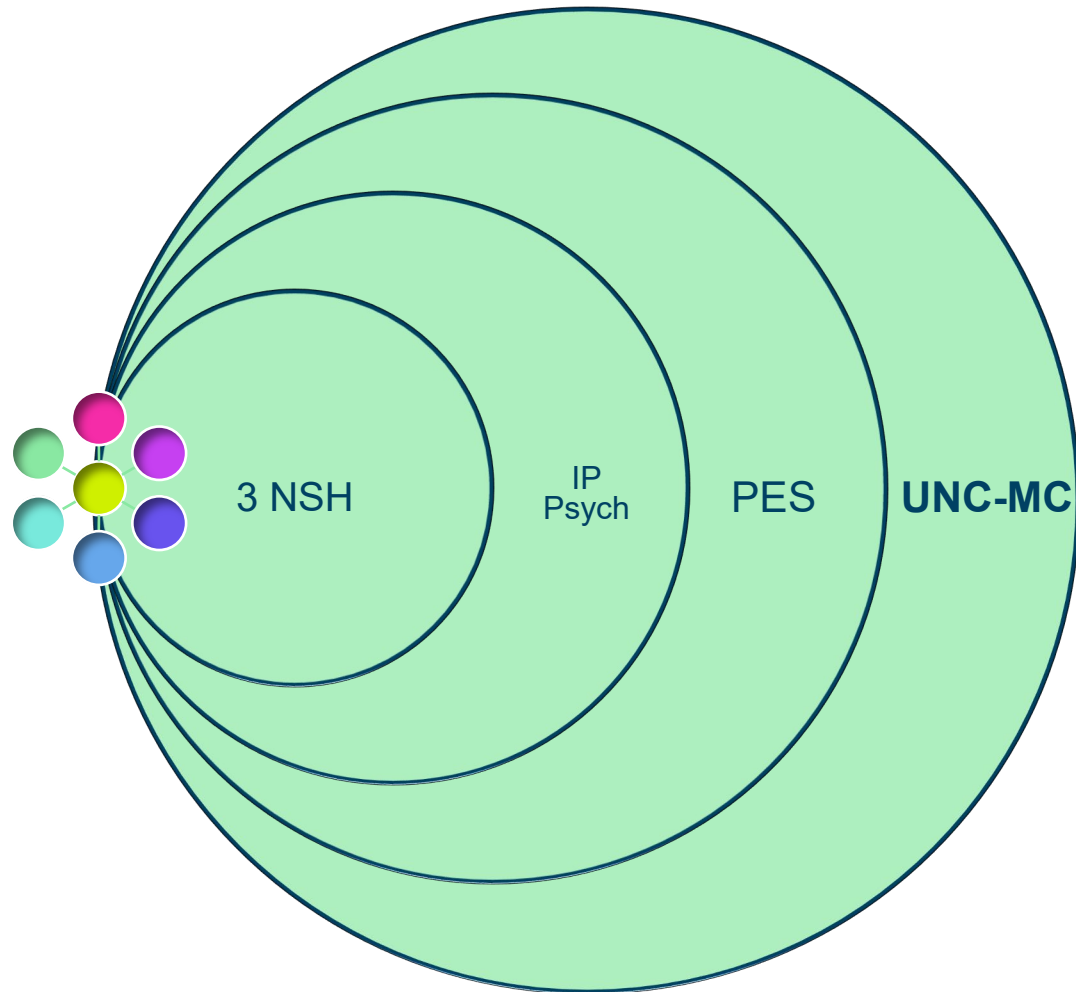


Sustainment & Spread: Current Scope



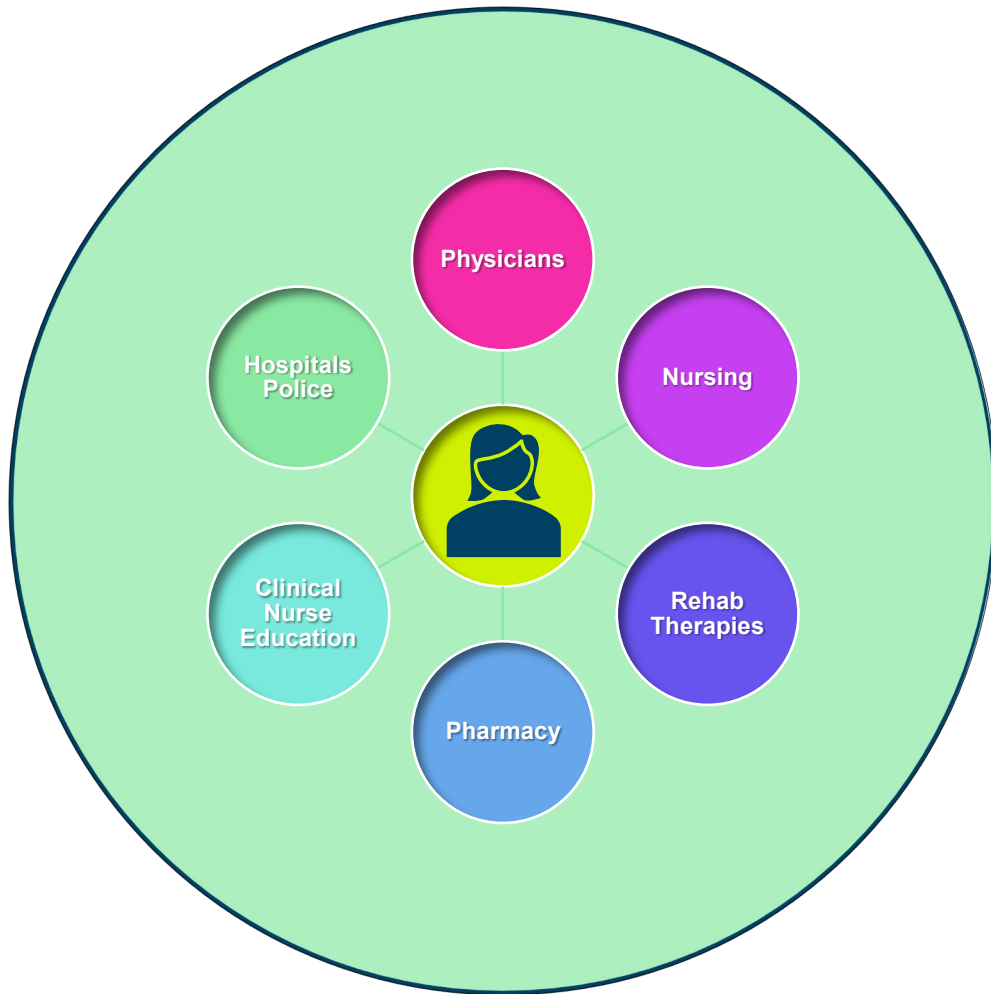
Care Area	Approx. Annual Patient Volume
3 NSH	400
Inpatient Psychiatry	1,500

Sustainment & Spread: Vision for Expansion



Care Area	Approx. Annual Patient Volume
3 NSH	400
Inpatient Psychiatry	1,500
Psych Emergency Service	3,500
UNC-MC	60,000

Future State



1. Restrictive Intervention Response Team




- Provide preventive consultation
- Respond to acute behavioral events
- Provide support for local debriefs
- Facilitate learning sessions

2. Restrictive Intervention Evaluation Committee



- Track utilization
- Steer quality improvement
- Monitor equity
- Develop content for house-wide educational initiatives
- Promote Carolina Quality

Our Team





Leads

-  Rebecca Bottom
-  Michael Kane
-  Jamie Knowles



IHQI

-  Matt Huemmer
-  Joy Martin
-  Kelly Reilly

Sponsors

-  Bradley Gaynes
-  Tye Hunt-Harrison
-  Samantha Meltzer-Brody
-  Kenan Penaskovic

Team

-  Shelley Ashcroft
-  Tracy Blackwell
-  Kevin Gent
-  Chase Greeson
-  Liz Taber
-  Sharon Van Fleet

Acknowledgements

IHQI:

- Matt Huemmer
- Kelly Reilly
- Carlton Moore

Psychiatry:

- Bradley Gaynes – Sponsor
- Gary Gala
- Tye Hunt-Harrison – Sponsor
- Samantha Meltzer-Brody – Sponsor
- Kenan Penaskovic – Sponsor

ISD:

- Felix Cantos
- Suzanne Goodknight
- Jack Pomeroy

Nursing Leadership:

- Barbara-Ann Bybel
- Rebecca Crane
- Robert Moss
- Paul Perryman

Teammates:

- Shelley Ashcroft
- Tracy Blackwell
- Kevin Gent
- Chase Greeson
- Jamie Knowles – Team Lead
- Sharon Van Fleet
- Elizabeth Taber
- Madeline Farber

Front Line Teammates

- Medical Students assigned to 3 NSH
- 3 NSH Patients
- Psych Service Line Nurses, BHTs, OTs, RTs
- Psychiatry Residents:
 - Noah Schwartz – early adopter
 - Connor Belson – early adopter