

## **Emergency Scenarios with Case Review**

### **Patient Visitor Disruption**

This emergency scenario is about patient-visitor disruption, and is set up for role-play and case review with your staff.

- 1) The person facilitating scenarios can print out the pages below.
- 2) Undertake the role-play as if it were actually occurring in your clinic.
- 3) Following role-play, gather the staff to review questions for debriefing and teaching.
- 4) Repeat scenario for further practice as time allows.
- 5) Record date of scenario and topic on your emergency scenario log (as appropriate)

## **Scenario: Patient or Visitor Disruption or Violence**

**Scenario:** The patient is in an exam room with her boyfriend, waiting for the MD to return with some forms during AB clinic. Patient's boyfriend begins screaming, threatening her.

**Set Up:** Choose to act as either boyfriend or patient. Designate a staff member to play the patient and the boyfriend roles. Boyfriend can begin yelling and making threatening gestures. This behavior is unrelenting, and he can not be calmed. The fight is of a personal nature (say: he is furious about her choice, but can not be reasoned with as he's too violent). He starts hitting the wall, and threatens to hit anyone who gets in his way. In this scenario, the other staff can be who they are: starting with one MSR in the room.

**Action:** Conduct the drill twice if possible. The first drill is used to see what staff would normally do and the second to make improvements.

### ***After the first drill review these key actions that can be taken:***

- Ask the patient/visitor to change behavior immediately.
- Tell the patient/visitor to leave the clinic. Let them know the police have been called.
- Instruct someone to call 911 and inform them that you have disruptive or violent people in the clinic that need to be removed immediately.
- Do not get involved in their fight.
- Do not get in between this person and the exit. You do not want to be trapped and you want to encourage them to leave.
- Do not physically get in between the patient and boyfriend.
- Assign staff to move other patients away from incident.
- Document on an **Incident Report Form**.
- 

### ***Perform the drill a second time if possible:***

- Review staff performance and improvements
- Debrief. These drills may bring up a lot of emotion for you and your staff.

**Things to think about:** Understandably, staff is concerned that it is their job to make sure the patients are safe. However, stress to them that in these situations it is not their job to intervene, and that doing so may make the situation worse.

Consider contacting law enforcement to see what their suggestions are for this situation, and what their response time would be. This gives you an idea of how long you will need to manage the patient and contain the situation.