

# A Simulation-Based Multidisciplinary De-escalation Training for Psychiatry Residents Improves Confidence



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## INTRODUCTION: Background

- A majority of healthcare providers report being verbally and physically assaulted at work which can have both physical and emotional impacts.<sup>1</sup>
- Particularly at risk are those working in psychiatric or substance use focused units.<sup>1</sup>
- Training and de-escalation simulation encounters provide an opportunity to practice techniques to manage agitated patients and improve safety.<sup>2</sup>
- Based on positive feedback from previous de-escalation trainings, a similar simulation was developed for psychiatry residents.<sup>3</sup>

## METHODS: Measures/Metrics

### Return on Investment in Learning (ROL)

- Standard evaluation used for all simulation activities to evaluate above metrics.
- Used to measure:
  - Reactions to the education
  - Knowledge gained as a result of the education
  - Application of knowledge and skills

### Likert Based Scale

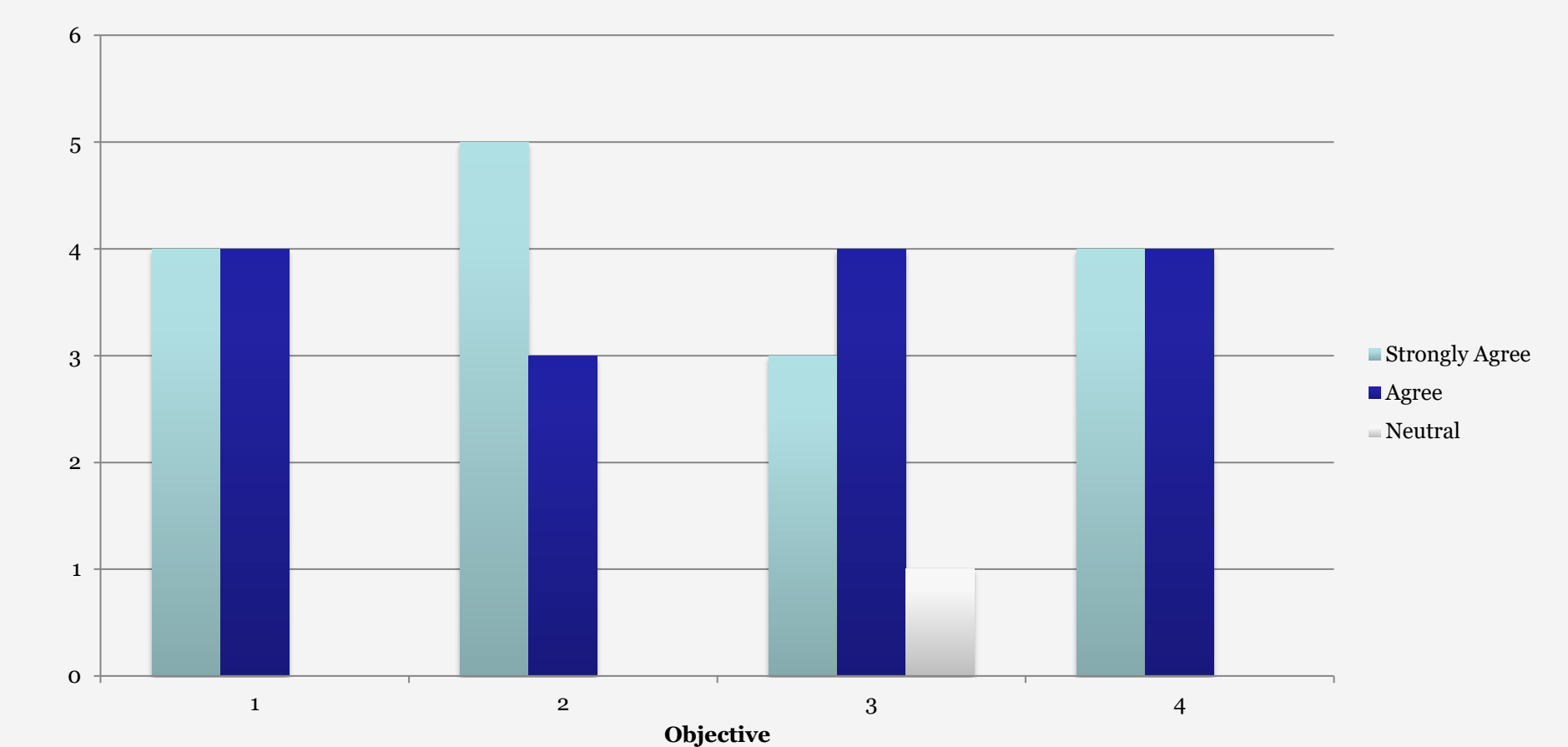
- Modified Likert style 5-point scale, answers ranged from strongly agree to strongly disagree
- Participants could also add comments and suggestions not covered in the initial question set

### IRB Submission

This project was reviewed by the OhioHealth Institutional Review Board and did not meet criteria for human subjects research but was considered a quality improvement project.

## RESULTS

- 8 of a possible 12 current residents completed the follow-up survey (6-17 months after the training)
- In response to their confidence to perform the objectives of the education, residents responded:



- Residents felt supported to use their knowledge and skills by:
  - “my colleagues and peers” (6/8)
  - “my confidence with the concepts” (5/8)
- Residents felt what deterred them most from using their knowledge and skills:
  - “lack of opportunity to use the skills” (4/8)

## AIM/PURPOSE/OBJECTIVES

The goal of this study was to evaluate if a simulation based multidisciplinary de-escalation training for psychiatry residents increased their confidence in managing agitated patients

## METHODS: Interventions/Changes

### Subjects: Selection, Recruitment

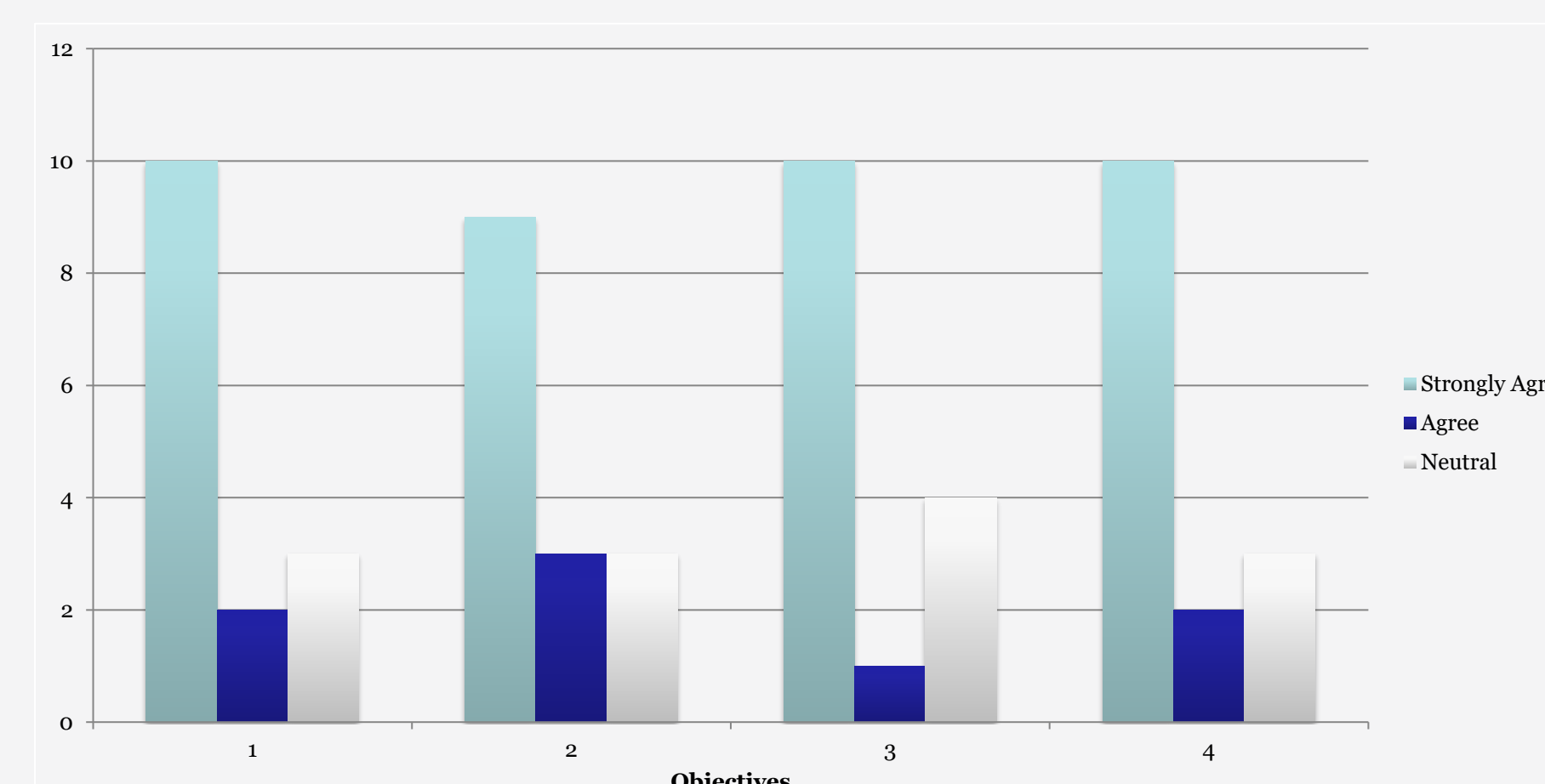
- OhioHealth psychiatry residents in all levels of training (over the course of 2 years)
- Additional support staff (nursing and protective services)

### Interventions

- 90 minute intervention (30 minute lecture, 10 minute simulation, 50 minute debriefing.)
- Objectives of the education:
  - Provide a culture of dignity and respect for the patient
  - Provide emotional safety for agitated patients
  - Use a framework to approach agitated patients
  - Distinguish each team member’s role in caring for agitated patients

## RESULTS

- 100% of residents completed the initial reaction survey
- In response to their confidence to perform the objectives of the education, residents responded:



- In addition, residents agreed/strongly agreed with the following statements:
  - This training was relevant to my work (100%)
  - I intend to use what I learned from this training (93%)
  - This training provided me with new information or clarified existing information (80%)

## DISCUSSION: Barriers & Strategies

### Key Findings

- The intervention improved residents’ confidence in managing agitation
- The simulation was thought to be relevant by the residents

### Limitations

- Limited number of participants
- Lower than expected number of responses in follow up survey

### Next Steps and Sustainability

- Investigate confidence levels of other residency specialties

## REFERENCES

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