Charleston County Sheriff's Office

"Service Beyond the Call"

Defusion-De-escalation Challenges

The Healthcare Professional

Challenges of Defusion

▶ **Defusion** - detach, separate, or get some distance from your thoughts and emotions

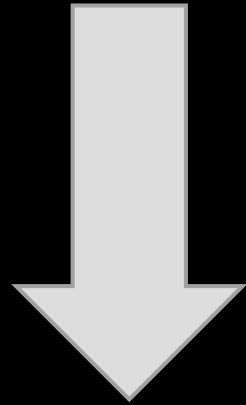▶ **De-escalation** - reduction of the intensity of a conflict or potentially violent situation

Figure 1.1 (Microsoft, 2021)

Challenges of Defusion

Healthcare De-escalation Defined

▶ **De-escalation** means "transferring your sense of calm and genuine interest in what the patient wants to tell you by using respectful, clear, limit setting (boundaries)

Challenges of Defusion

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▶ When responding to escalating behavior, consider the individual patient/person, the circumstances, and the overall context of the situation.

▶ If the patient/person threatens harm at any time or you feel unsafe, contact the police or call 911 immediately..

Challenges of Defusion

Tips and Ideas

▶ Assess agitation level *

▶ Move to a private area

▶ Listen to allow the person to purge angry energy

▶ Respect personal space

▶ Acknowledge what the individual is feeling

Challenges of Defusion

Tips and Ideas

▶ Clarify what the individual is saying

▶ Find the truth in what's being said & agree with it

▶ Sincerely apologize for anything that was unjust

▶ Present choices with conditions & consequences

Challenges of Defusion

Tips and Ideas

▶ Allow silence

▶ Allow time for decisions

▶ Ask open-ended questions to engage individual

** Debrief when the situation is resolved, regardless of the outcome.

The Art Of Verbal De-escalation

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DECIDE

ENSURE SAFETY

FORM RELATIONSHIP

UTILIZE INTERESTS

SET LIMITS

ENFORCE/EVALUTE

References

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