

**HACKETTSTOWN REGIONAL MEDICAL CENTER
NURSING POLICIES
UTILIZATION OF THE PATIENT SAFETY ATTENDANT (PSA) PROGRAM**

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Effective Date: 5/21/2009

Cross Referenced:

Reviewed Date: 3/11/14

Revised Date: 12/2014

Policy No: 8620.237b

Origin: HRMC Division of Nursing

Authority: Chief Nursing Officer

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SCOPE

All inpatient units and the Emergency Department

PURPOSE

Patient Safety Attendants will assist in maintaining the safety and well being of individual patients in the patient care environment.

DEFINITIONS

PSA- Patient Safety Attendant

POLICY

- A Patient Safety Attendant can be utilized as an alternative to restraints.
- Patient Safety Attendants will be utilized to help achieve a safe patient environment at HRMC.
- Personnel who have completed the necessary training will be able to function as a Patient Safety Attendant.
- The initiation of a Patient Safety Attendant does not require a physician's order, but is based on the RN's evaluation of the patient.
- Patient Safety Attendants may be assigned up to two (2) patients if medically appropriate. These patients must be in the same room on the inpatient unit.
- The Patient Safety Attendant may not make or receive personal phone calls while on duty and sitting with a patient. Use of personal cell phones is prohibited during the sitting assignment.
- Patient Safety Attendants are not permitted to eat, drink, sleep or engage in personal conversation with other staff or passersby while acting as a Patient Safety Attendant.
- Patient Safety Attendants may have personal reading materials for use during times when patients are sleeping and as long as reading will not interfere with visual monitoring and other patient care responsibilities

PROCEDURE

1. The Manager/Charge RN/Administrative Supervisor approves the use of the Patient Safety Attendant.
2. Patient Safety Attendants will be scheduled through Nursing Service.
3. The need for a Patient Safety Attendant will be reevaluated and approved by the Nurse Manager or designee every eight (8) hours.
4. The criteria for a Patient Safety Attendant includes, but is not limited to
 - a. Potential for falling
 - b. A prior fall
 - c. An alternative to restraints (after other alternatives have been tried - #5)
 - d. A confused patient that could fall or wander
5. Prior to providing a Patient Safety Attendant the following alternatives would be attempted:
 - a. Moving the patient to a room closer to the Nurses' Station
 - b. The presence of family at the bedside
 - c. Bed alarms/TABS

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6. The RN will document the use of the Patient Safety Attendant and behavior of the patient in the medical record once a shift.
7. The Patient Safety Attendant will immediately notify the RN of any changes with the patient. The Patient Safety Attendant will provide care based on their training and scope of practice.
8. Criteria for discontinuation of a Patient Safety Attendant would include:
 - a. A positive change in behavior
 - b. Family at bedside - The RN will instruct the family/significant other NOT to touch, alter, or remove any patient equipment. They will alert the staff with the call bell whenever the patient needs assistance or the family/significant other has a concern. The RN will instruct family/significant other regarding any isolation precaution, diet/feeding restrictions, ambulation/mobility restrictions, and other safety needs.
9. The RN has the overall responsibility for the care of the patient, and directs the care of the PSA at all times. Move to Policy
10. Patient Safety Attendants accompany the patient for any clinical tests or procedures off the unit as directed by the RN and will remain with the patient at all times.
11. The Patient Safety Attendant may not leave the patient without the approval of the RN and/or if a relief Patient Safety Attendant steps in.
 - a. If the Patient Safety Attendant is instructed to leave the room temporarily while the patient receives care, he/she will wait outside the door so that he/she can resume duty without delay.
 - b. If the patient's visitors request that the Patient Safety Attendant leave the room temporarily, the Patient Safety Attendant must first obtain the RN's approval.
12. All conversations related to the medical or psychiatric care of the patients are confidential and must not be repeated or shared with anyone.
13. Patient Safety Attendants will not engage in conversation with a patient regarding his/her medical or psychiatric condition or plan of care, nor will he/she offer suggestions. Refer the patient to the nurse or physician to answer any questions regarding care.
14. Patient Safety Attendants participate in simple recreational activities with the patients if requested/permitted by the patient and approved/directed by the primary nurse, such as card games, drawing and puzzles.
15. Patient Safety Attendants will turn the radio or television on/off or adjust the volume/station only at the patient's request.
 - a. They are not to watch television or listen to the radio while a patient is sleeping or unable to engage in the activity.
 - b. They are not to bring or use any type of personal audiovisual devices.

FAMILY/SIGNIFICANT OTHERS as PSA Alternatives

1. The use of family/significant others as Patient Safety Attendants is recognized as an alternative supportive intervention to the use of Patient Safety Attendants. Patient family/significant others, who request, may sit with a patient in place of a Patient Safety Attendant if it is deemed appropriate by the primary nurse.

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2. Family/significant others may not sit with any other HRMC patient.
3. When acting as a Patient Safety Attendant alternate, family/significant others must be in agreement with the reason and necessity for patient sitting as explained in by the RN.
4. The RN will assess and monitor adult family/significant other's attitude and interaction with the patient when sitting as well as the patient's response to the visitor.
 - a. The RN must first assess the patient's immediate behavior and consider the family member/significant other's ability to visually monitor the patient given the patient's behavior/needs.
 - b. Patient conditions for which family/significant others are not appropriate Patient Safety Attendants include, but are not limited to, severe physical or mental agitation, such as complicated delirium, suicidal/homicidal ideations, or such intense thought disturbances as command hallucinations or paranoia. **FAMILY NEVER TAKES THE PLACE OF 1:1 OBSERVATION FOR PATIENTS ON ~~SUICIDE~~ SUICIDAL/HOMICIDAL PRECAUTIONS.**
5. If the RN deems family/significant other appropriate to sit with the patient then the RN will coordinate length of time family/significant other will stay with the patient and arrange for Patient Safety Attendant's return accordingly.
6. The RN will instruct the family/significant other regarding the need to stay with the patient until a Patient Safety Attendant returns, emphasizing not to leave the patient alone at any time.
7. The RN will orient the family/significant other to the use of the call bell.
8. The RN will instruct a staff member to relieve family/significant other as needed and if patient's behavior warrants increased staff attention.

REFERENCES: