Safe Patients/Safe Staff™: Improving patient and staff outcomes in the care of hospitalized older adults with behavioral disturbances

Across hospitals, a subpopulation of patients admitted for medical/surgical care exhibit challenging behaviors due to delirium, dementia and/or mental illness. These behaviors compromise care and increase staff risk of physical harm & burn-out. In response, an innovative program, Safe Patients/Safe Staff (SP/SS), was developed and implemented to improve outcomes for this vulnerable population and staff providing care. SP/SS consists of a behavioral rapid response team, electronic surveillance, standardized tools & multimodal education. This paper will describe the development, deployment and patient and staff outcomes of the SP/SS Program. Baseline and current data, trended from standardized tools, demonstrates significant improvement in outcomes for both patients and staff. Lessons learned in the implementation and evaluation of the program, as well as opportunities for strategy translation to other organizations, will be discussed.