## Healthcare Protocol  *Adult Urgent Mental Health*

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<th>Life threatening condition</th>
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<td><strong>Homicidal Thoughts</strong></td>
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| How often in the last week have you experienced homicidal thoughts? If you’ve had these thoughts, tell me more about your thoughts (interviewer should listen to determine if the client has a plan for carrying out homicide). | Call 911 for transport to Emergency Department evaluation. Attempt to inform person being threatened. | **Safety Tips for Staff**  
- Maintain distance when client is becoming or becomes aggressive.  
- Always let another staff member know where you are.  
- Always leave a means of escape. |
| **With a Plan**             |        |                  |
| Does the client indicate a plan or has he or she taken actions such as: purchasing a weapon or practicing using a knife? If so, call 911. |        |                  |
| **Without a Plan**          |        |                  |
| Does the client indicate he or she has homicidal thoughts, but has not thought about a plan? | Weekday – have client seen same day@ ____  
Weekend or evening–Phone ___ for Mental Health Emergency Services |                  |
| **Suicidal Thoughts**       |        |                  |
| How often in the last week have you experienced suicidal thoughts? If you have experienced these thoughts, tell me more about your thoughts (interviewer should listen to determine if the client has a plan for carrying out suicide). | Call 911 for transport to Emergency Department evaluation | **Predictive Factors of Violence**  
- Unusual hyperactivity  
- Increasing anxiety and tension  
- Verbally abusive  
- Changes in voice, tone, loudness  
- Intense eye contact  
- Intoxication  
- Weapon possession |
| **With a Plan**             |        |                  |
| Does the client indicate a plan or has he or she taken actions such as: purchasing a weapon or practicing using a knife? If so, call 911. |        |                  |
| **Without a Plan**          |        |                  |
| Does the client indicate he or she has suicidal thoughts, but has not thought about a plan? | Weekday – have client seen same day@ ____  
Weekend or evening–Phone ___ for Mental Health Emergency Services | **De-escalation Tips**  
- Remain calm  
- Offer to help the client  
- Address the client by name  
- Maintain a neutral position with hands open  
- Voice should be low, firm, and calm  
- Use active listening skills  
- Respect the client’s personal space  
- Do not threaten  
- Try to talk with client in a quiet, safe place  
- Do not become confrontational |

References
Protocol developed by: Beth C. Norton, RN, DNP  nortonb@nwfsc.edu  Full use of the protocol is granted by the author.