

## **INTRODUCTION TO THE USE OF SAFETY FLOW-CHARTS**

The flow-charts are a component of the Safety and Security Self Assessment Tool. This comprises the Introductory information, Rapid Risk Assessment Tool, Flow-Charts, and Audit Tool.

These events can occur at any time, and in any location: in the clinic; in the community; and when on-call.

The following three flow-charts provide a guide for staff to consider the safest response options before a potentially dangerous event occurs.

### **Response to a Critical Event**

- Aggression and violence involving immediate, severe risk to safety
- Requires immediately prioritising personal & team safety by any/all available means

### **Response to an Escalating Event**

- Deteriorating communication/interaction with risk of aggression and violence
- In responding to an escalating event the Rapid Risk Assessment Tool may be of assistance
- Communication & De-escalation skills and, in Aboriginal and Torres Strait Islander communities, cultural safety knowledge, will also be of use

### **Response to call-out**

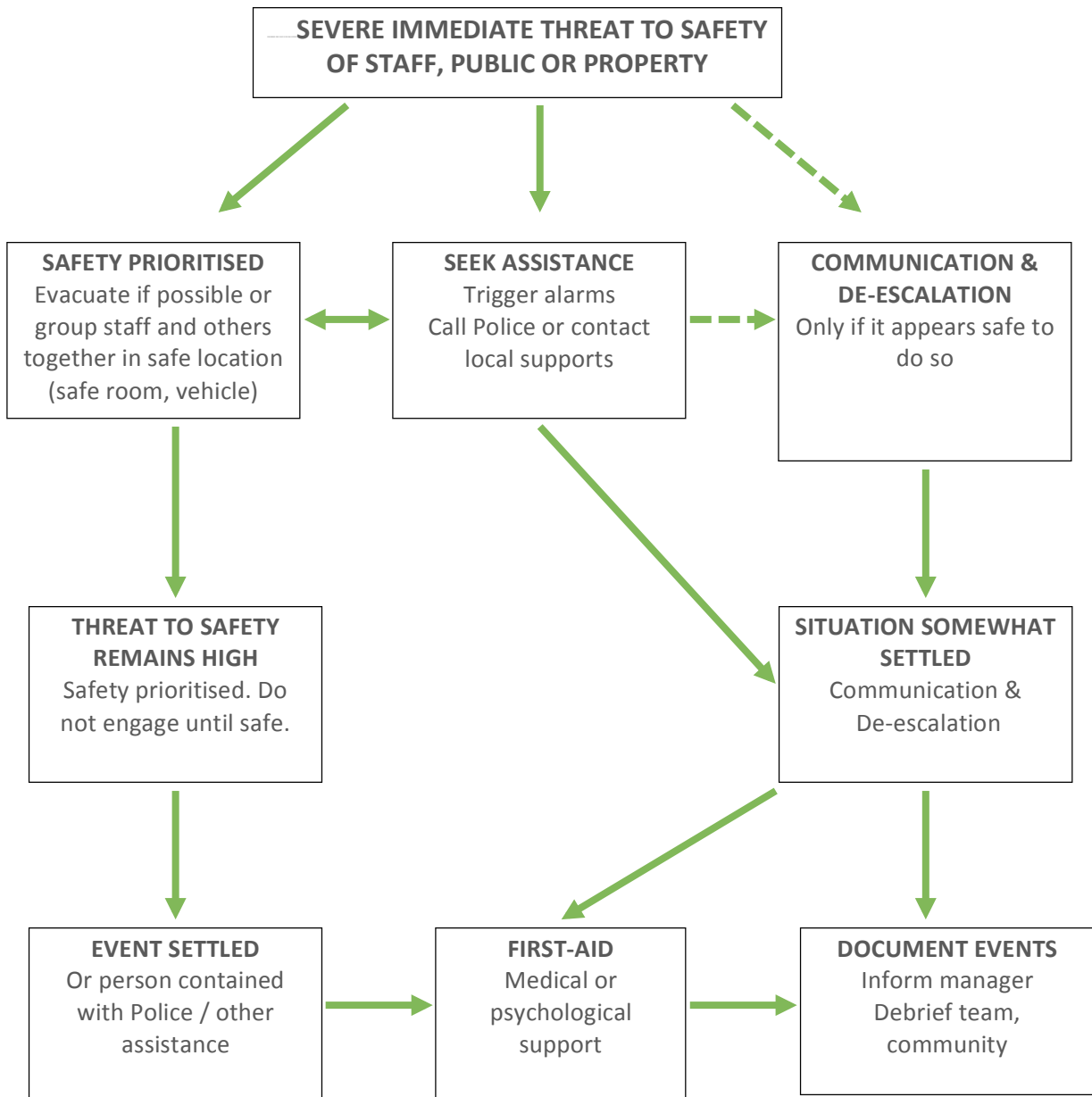
- An unknown potential for risk needs to be assessed prior to clinical response
- The Rapid Risk Assessment Tool provides a guide on how to respond to a call-out request

### **YOU CAN USE THE SAFETY FLOW CHARTS TO GUIDE A TEAM ACTIVITY.**

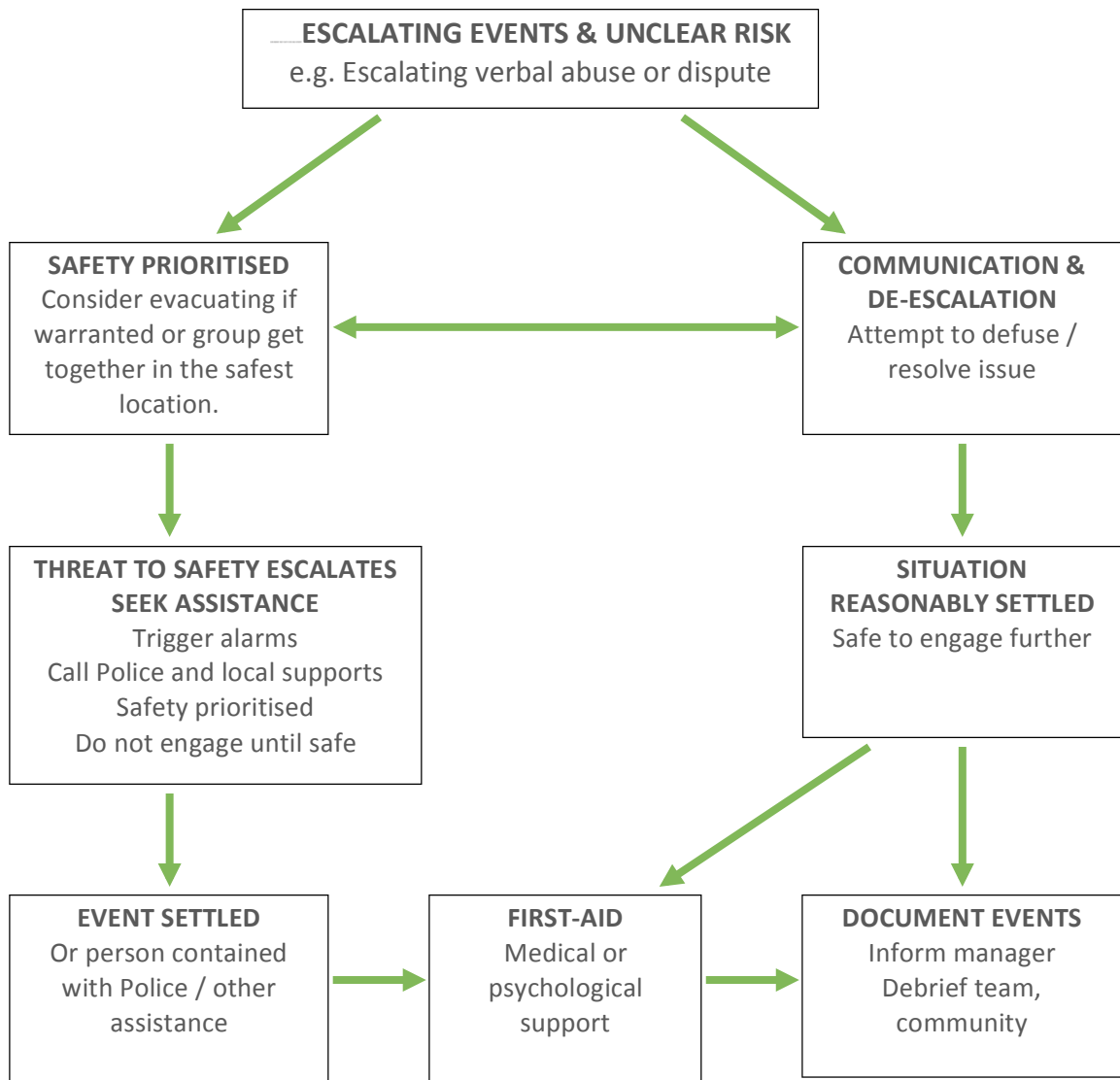
Get the clinic team together, set up different scenarios based on the flow charts, and role-play the event. Use a few different situations in role-plays e.g. In the clinic, or visiting a patient at home.

This will give you an idea of what works, and what needs to be done to improve safety. It will also boost staff confidence in responding to future events.

## RESPONSE TO A CRITICAL EVENT



## RESPONSE TO AN ESCALATING EVENT



## RESPONSE TO A CALL OUT

