

uKeru



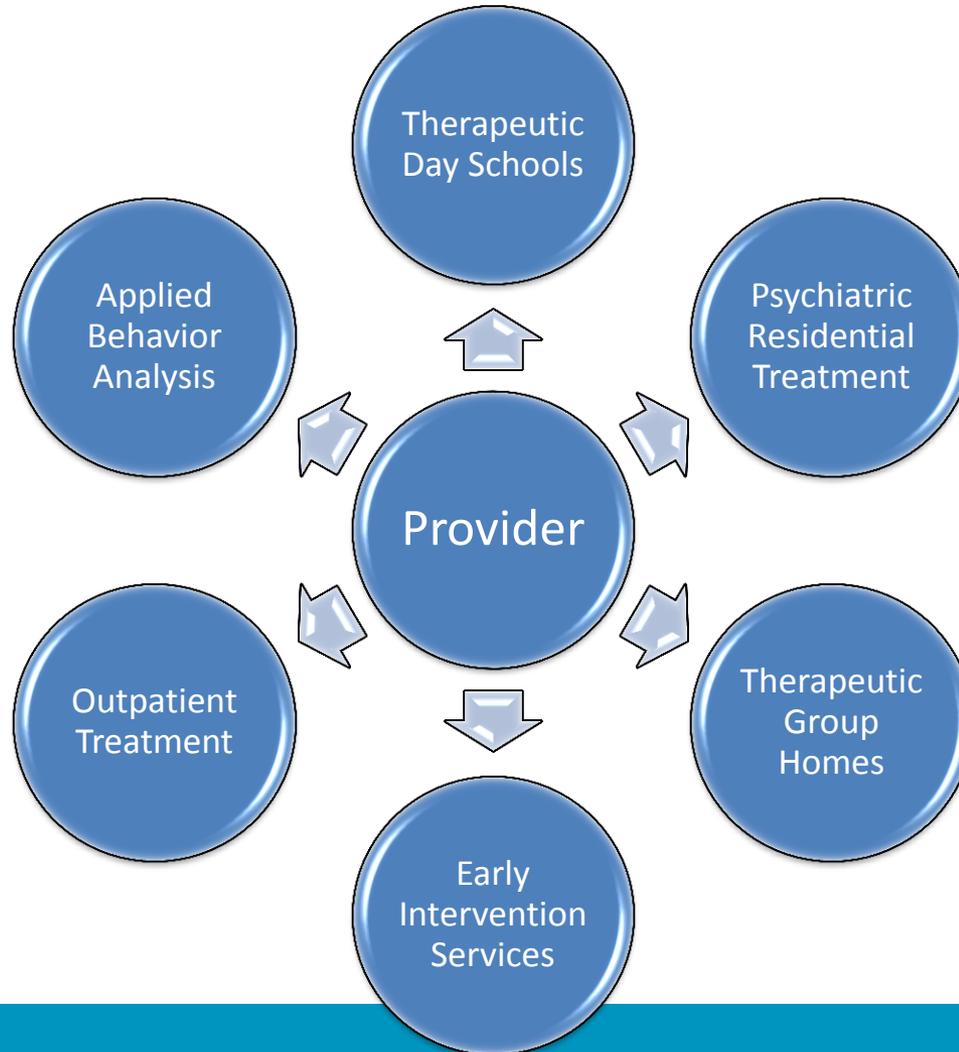
**LIFE**  
WITHOUT  
RESTRAINT

UKERU — JAPANESE FOR "RECEIVE" — IS A SAFE, COMFORTING, AND RESTRAINT-FREE APPROACH TO CRISIS MANAGEMENT.

uKeru

# Who We Are

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# Just a Few Pictures

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# Where We Were

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## Clients

- As many as 250 physical restraints a month in just one service region
- Client injuries and a death

## Employees

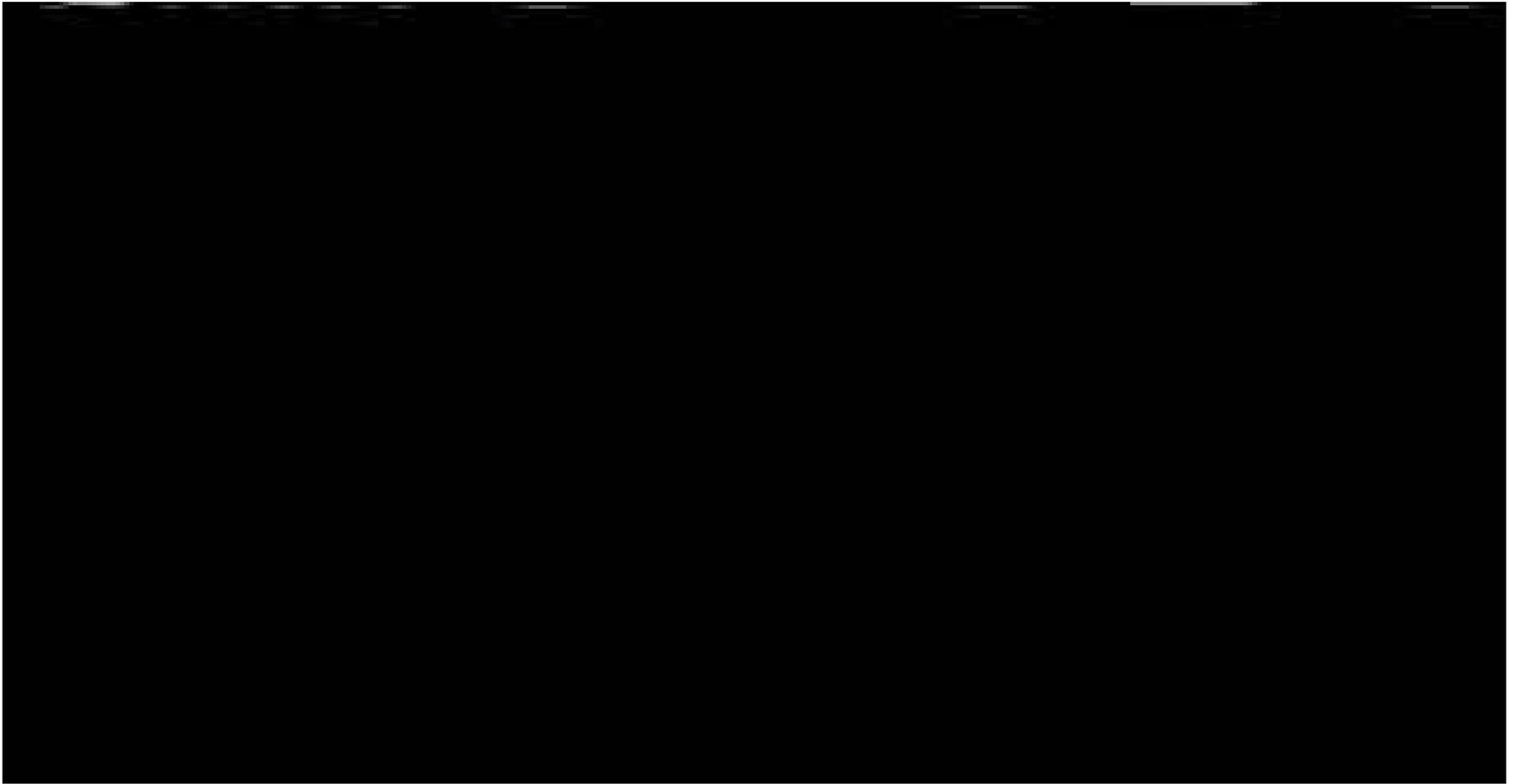
- High rate of employee injuries
- Controlling atmosphere breeding negativity
- Self perceived as “helpless” and “victims”

## Organization

- Teams resembling silos
- Negative outcomes affecting financial sustainability
- Stuck

# Stuck on an Escalator

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# It's Time for a Change

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Issues a  
Mandate

- Minimize the use of physical restraint and seclusion without increasing employee or client injuries

Asks a  
Question

- What is our goal mastery/achievement rate?

# Grafton's Philosophy

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- Comfort vs. Control
- Trauma informed care
- Responsibility to teach
- Sense of urgency

# We believe...

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*People inherently want to do well, and those with disabilities are no exception. When we see an individual with a disability struggling, it is **our** responsibility to figure out **why** and teach the skills necessary for success.*

# Trauma-Informed Care

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## Key Components:

Recognition of pervasiveness of trauma

Commitment to identify and address it early

Commitment to understand connection  
between symptoms of behaviors and past  
trauma history

# Consider...

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*“If an individual doesn’t know how to read, we teach.”*

*“If an individual doesn’t know how to swim, we teach.”*

*“If an individual doesn’t know how to multiply, we teach.”*

*“If an individual doesn’t know how to drive, we teach.”*

*“If an individual doesn’t know how to behave we.....”*

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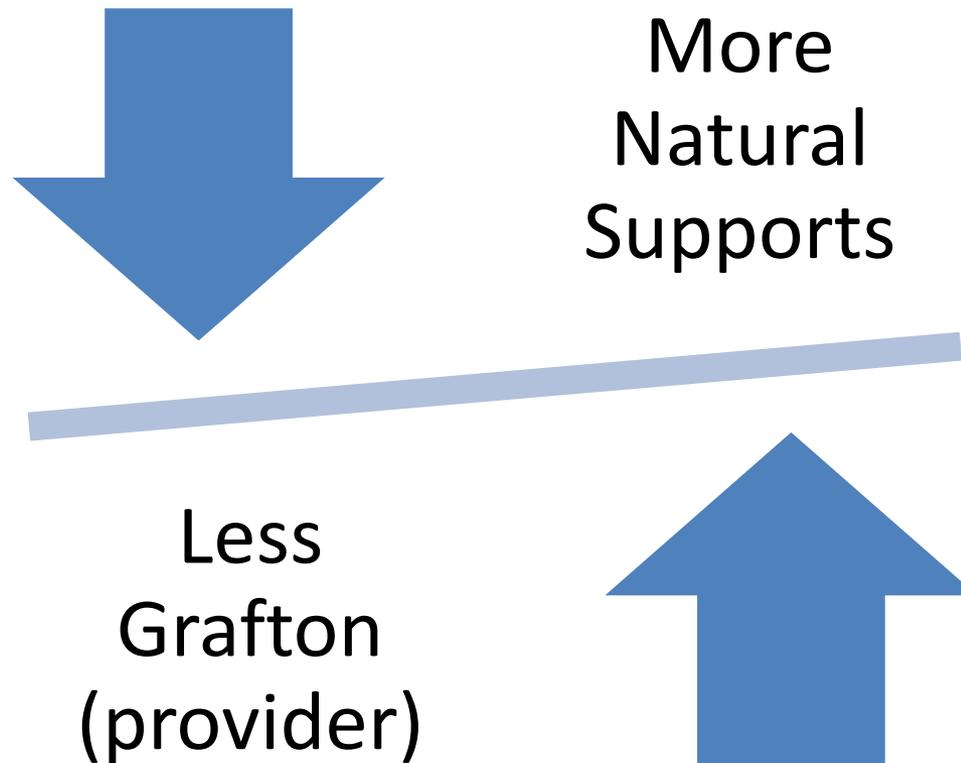
*“If an individual doesn’t know how to behave  
we.....*

*.....teach?          .....punish?”*

(Herner, Tom. Counterpoint 1998, pg. 2)

# Creating a Sense of Urgency

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# Grafton's Model for Minimizing Restraint and Seclusion

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# Leadership Implementation Strategies

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1. Create the plan
2. Communicate expectations
3. Offer alternatives
4. Provide training
5. Give support
6. Drive change through measurement
7. Provide encouragement

# Communication Implementation Strategies

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1) Provide clear vision and passion for initiative

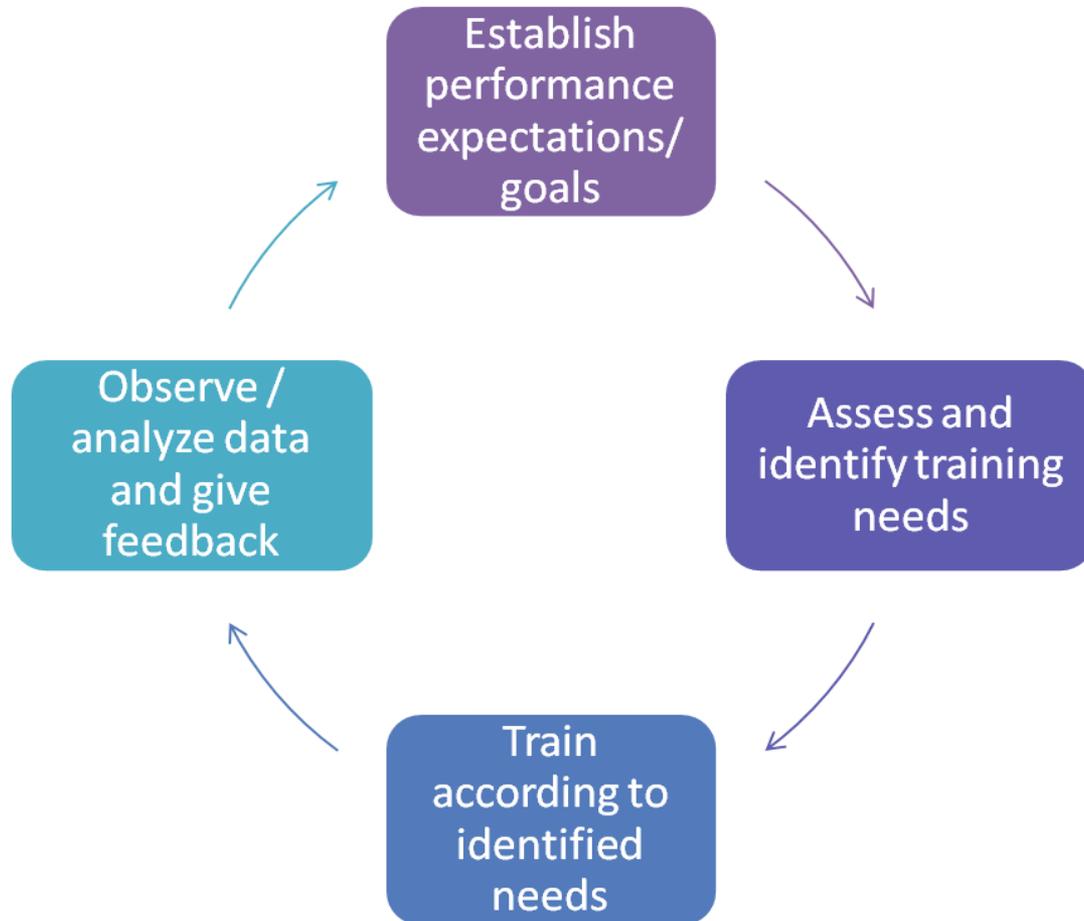
2) Identify different vehicles to communicate the message

3) Walk the talk

4) Share results and progress routinely

# Training Model

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# Alternative Solutions

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- Promote comfort versus control and trauma informed care
- Teach Ukeru as an alternative to R/S



# Physical Skills Taught

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- Blocking Upper Body Attacks
- Blocking Lower Body Attacks
- Team support during an occurrence
- What to do if you get backed against a wall
- Protecting against self-injurious behavior
- Release Techniques and Protective Strategies
  - Hair pulls, bites, chokes, clothing grabs, wrist grabs, physical redirection

# Debriefing

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Evidence-based best practice research\*  
indicate that debriefing helps both  
clients and staff to reduce  
the frequency and duration of restraint and seclusion

- \* APA, APNA, NAPHS - Joint Statement of General Principles on Seclusion and Restraint, May 1999
- \* CWLA - Report on Reducing the Use of Restraint and Seclusion: Promising Practices and Successful Strategies, 2003
- \* DHHS SAMHSA - Roadmap to Seclusion and Restraint Free Mental Health Services, 2005

# Therapeutic Treatment Planning Strategies

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1. Create team

2. Assess Skill

3. Develop treatment strategies

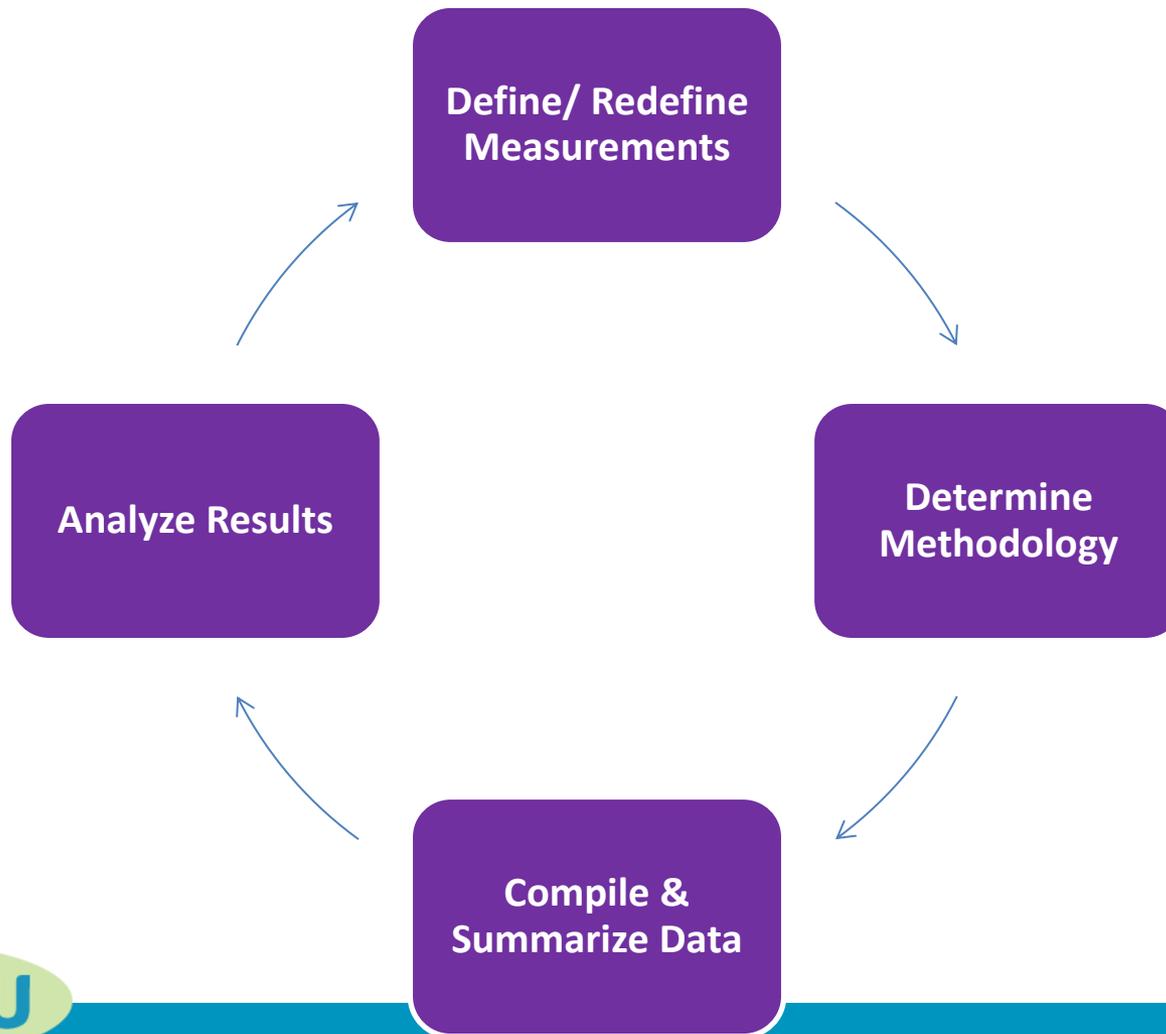
4. Train, implement, and document

5. Monitor

6. Modify

# The Measurement Cycle

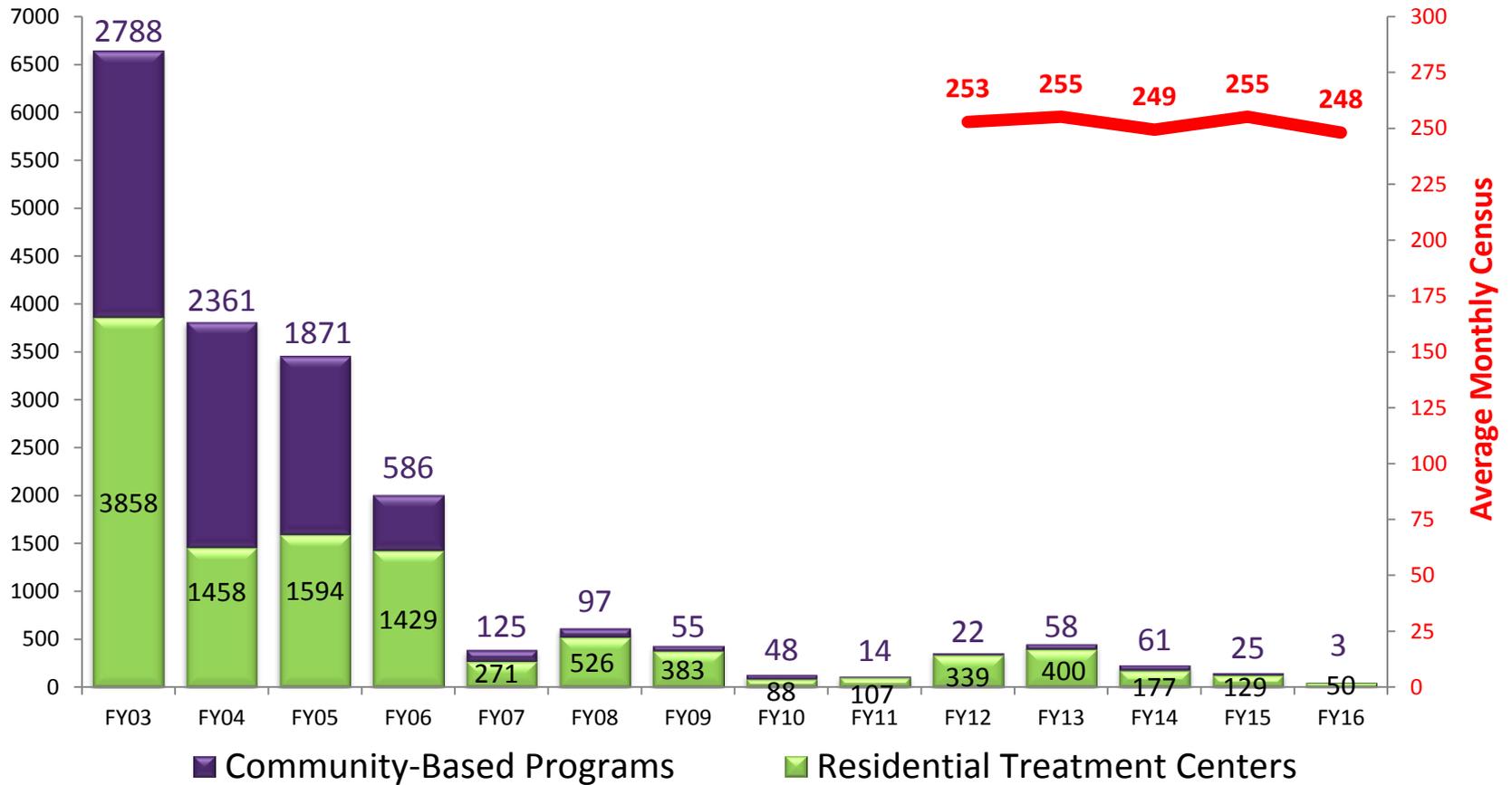
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# BENEFITS AND RESULTS

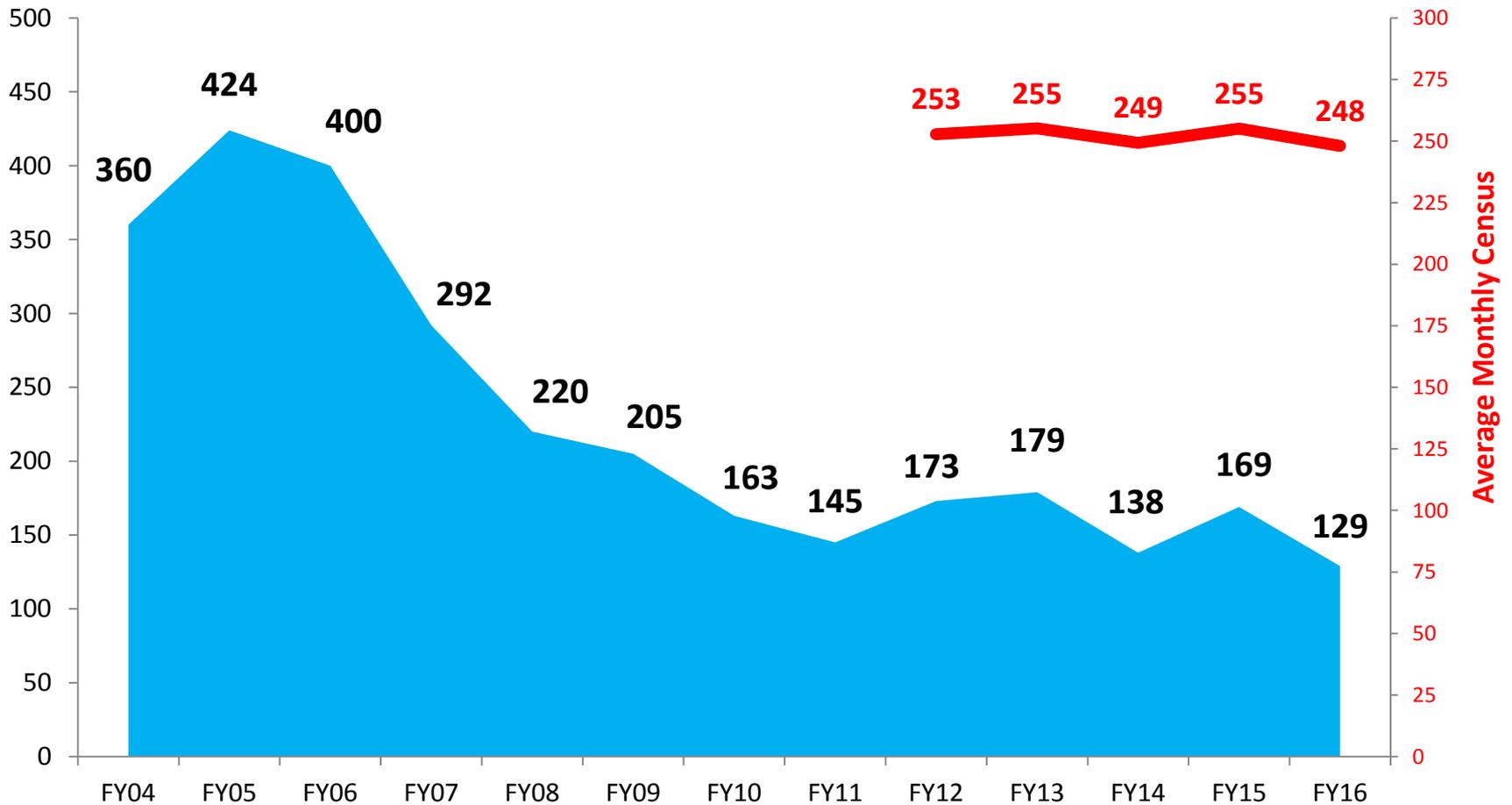
# Physical Restraints-ORGWIDE



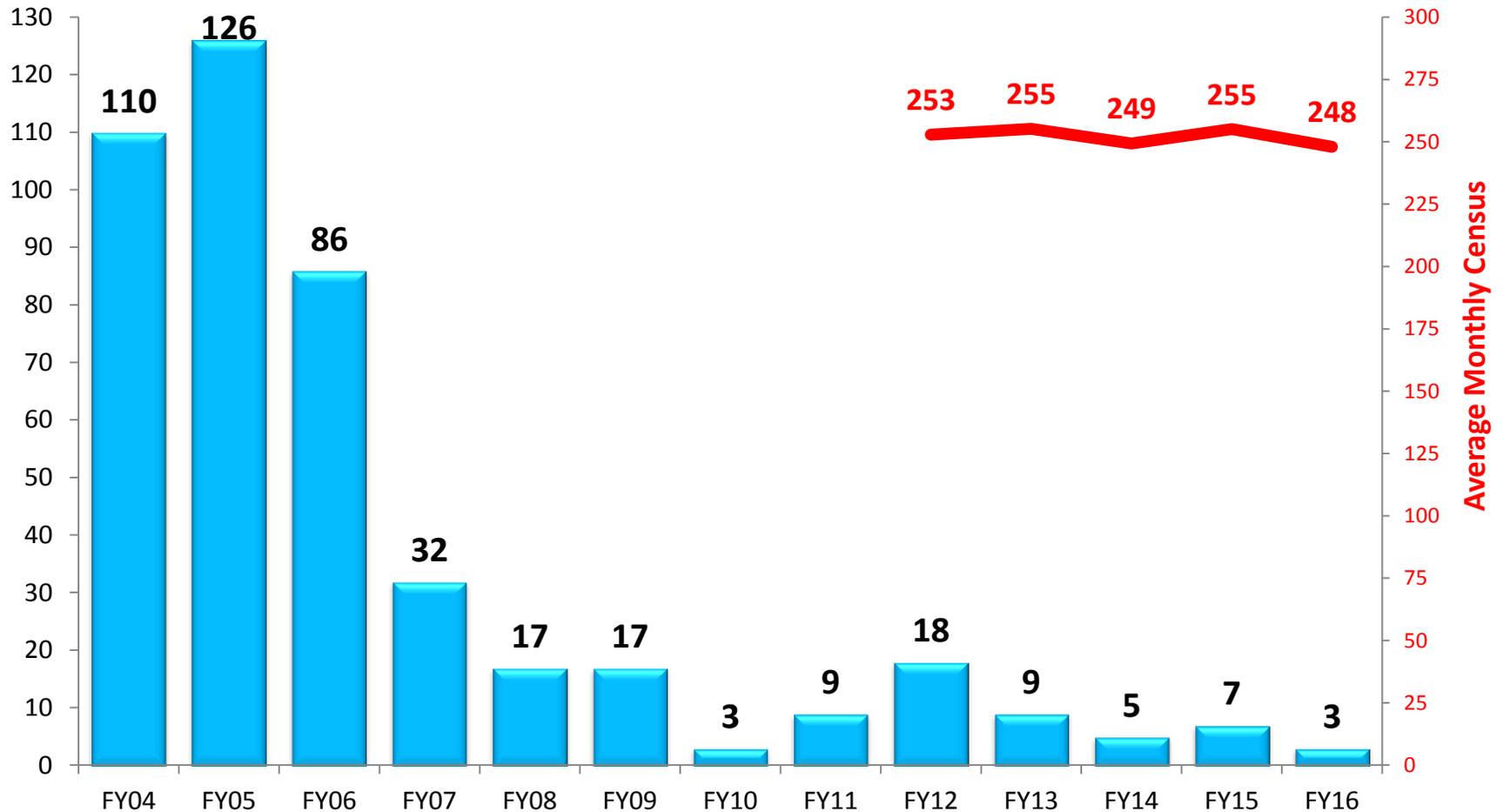
\* Totals do not include those physical restraints implemented as holds for medical techniques to be administered.



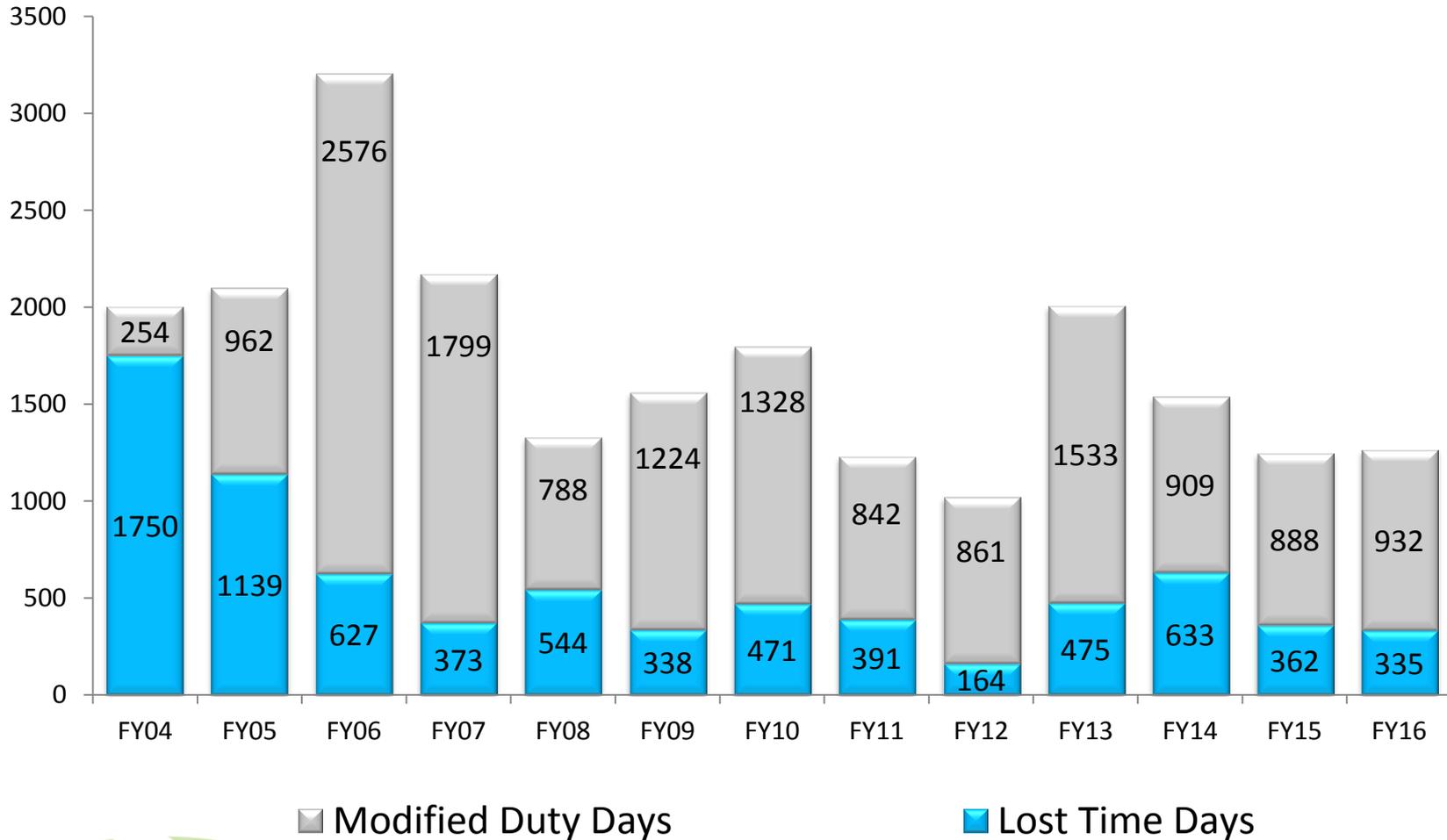
# Client Induced Injuries - ORGWIDE



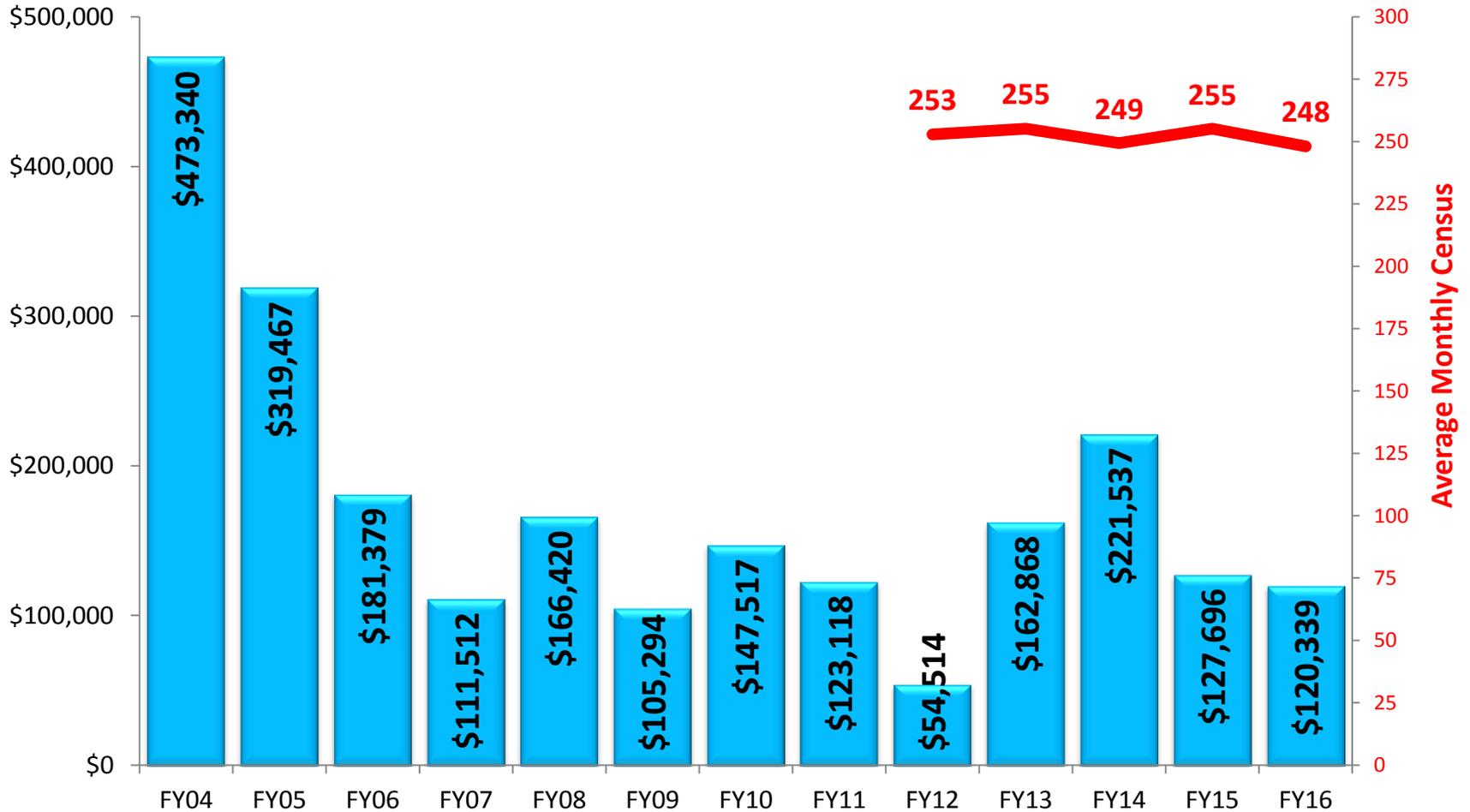
# Staff Injuries from Restraints-ORGWIDE



# Lost Time & Modified Duty- ORGWIDE

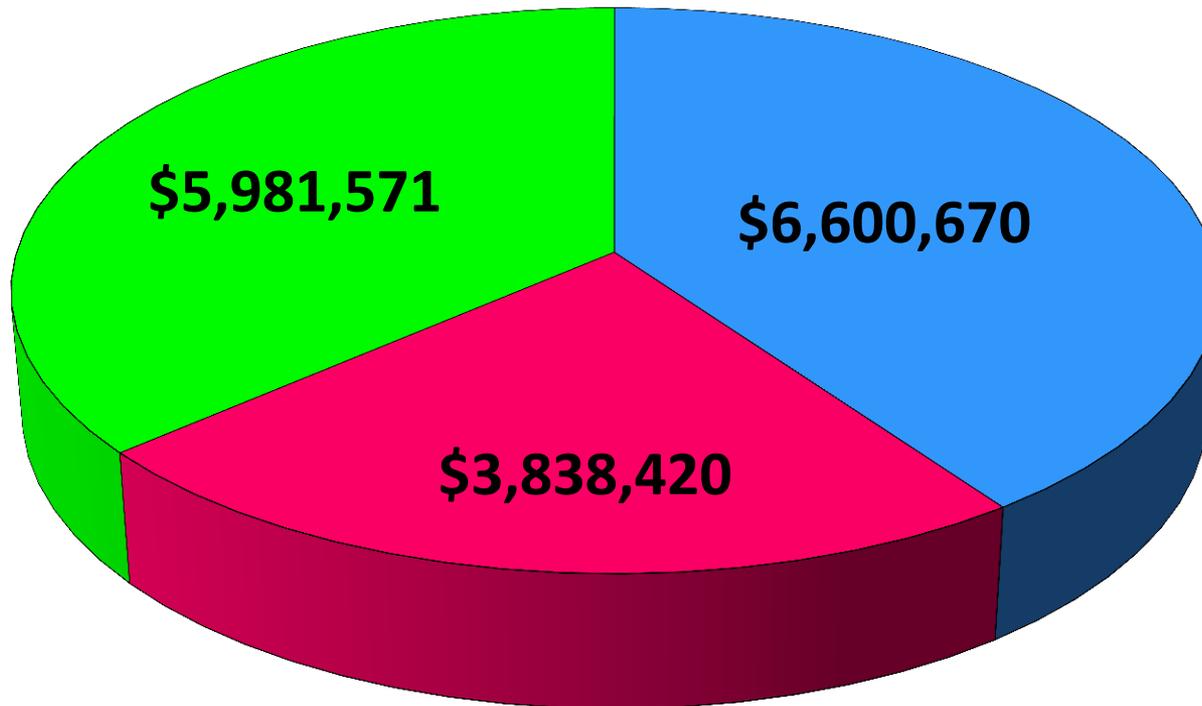


# Lost Time Expense - ORGWIDE



# ROI = \$16,420,660

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■ TURNOVER Savings

■ Lost Time Savings

■ WCOMP Policy Savings



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*“At first people refuse to believe that a strange new thing can be done, then they begin to hope it can be done, then they see it can be done—then it is done and all the world wonders why it was not done centuries ago.”*

- Frances Hodgson Burnett

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Questions?