CODE LAVENDER: HOW THE CLEVELAND CLINIC IS SUPPORTING HCPS TO COMBAT STRESS AND BURNOUT

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WHAT IS A “CODE LAVENDER”?

- “Holistic rapid response to emotional events”
- Term coined by Earl Bakken, a doctor at the North Hawaii Community Hospital, in 2008
- Concept implemented at the Cleveland Clinic in 2008
- Programme execution, training, and development pioneered by Cleveland Clinic HS/SC teams

HS/SC, holistic support/spiritual care.
When a Code Lavender is called the response comes within 30 minutes

A Code Lavender can be called on:
- An individual or a group
- Patients, family members, or caregivers

Care and touch therapy is provided within the area for 72 hours and staffed by the core and secondary teams as well as by volunteers.
REASONS FOR CODE LAVENDER

- Employee illness or death
- “Difficult” patients
- Multiple patient deaths
- Death of a long-term patient
- Community crisis and trauma
- Management and care changes
CALLING A CODE LAVENDER

- On the Cleveland Clinic main campus anyone can call a Code Lavender
- A Code Lavender can be verbal, directly to a team member
- A caregiver or patient may call a Code Lavender on themselves
- A Code Lavender can be called on anyone including:
  - Patients
  - Family members
  - Visitors
  - Caregivers
CODE LAVENDER TEAM

- Responders are interdisciplinary
  - Board certified holistic nurses
  - Hospital chaplains

These members make up the Healing Services Team which serves the inpatient population for holistic encounters.
SUPPORTIVE OFFERINGS

- Emotional support
- Spiritual support
- Touch therapy
- Manual therapy
- Relaxation exercises
- Self-driven art therapy
- Aromatherapy for personal use
- Others
NO TWO CODE LAVENDERS ARE THE SAME

• The uniqueness of each team or individual will drive what happens during a Code Lavender

• That individual or team decides what is needed
INDIVIDUAL CODE LAVENDER

• An individual Code Lavender:
  – Can be called by self or others

• Responding to a Code Lavender:
  – Contact the chaplain or nurse for that area and invite them to respond with you
  – Provide support within the Scope of Practice
  – Provide resources
  – Organise follow-up as appropriate
CAREGIVERS SERVED

- Every year approximately 2,000 employee caregivers are offered Code Lavender after it has been called for their area or for them as individuals at the main campus alone.
- Teams are present at 7 of the regional hospitals.
- Teams vary in form.
CODE LAVENDER TRAINING

- Internal training teams within the enterprise:
  - Code Lavender leader training
  - Holistic care curriculum
  - Modality training
  - Clinical experience
- External training available upon request
OUTCOMES

• Code Lavender has been a contributing factor to engaging employee caregivers since its inception
• Many anecdotal statements via feedback forms from those who have received a Code Lavender
• Research plans for the future
QUESTIONS?
Cleveland Clinic

Every life deserves world class care.