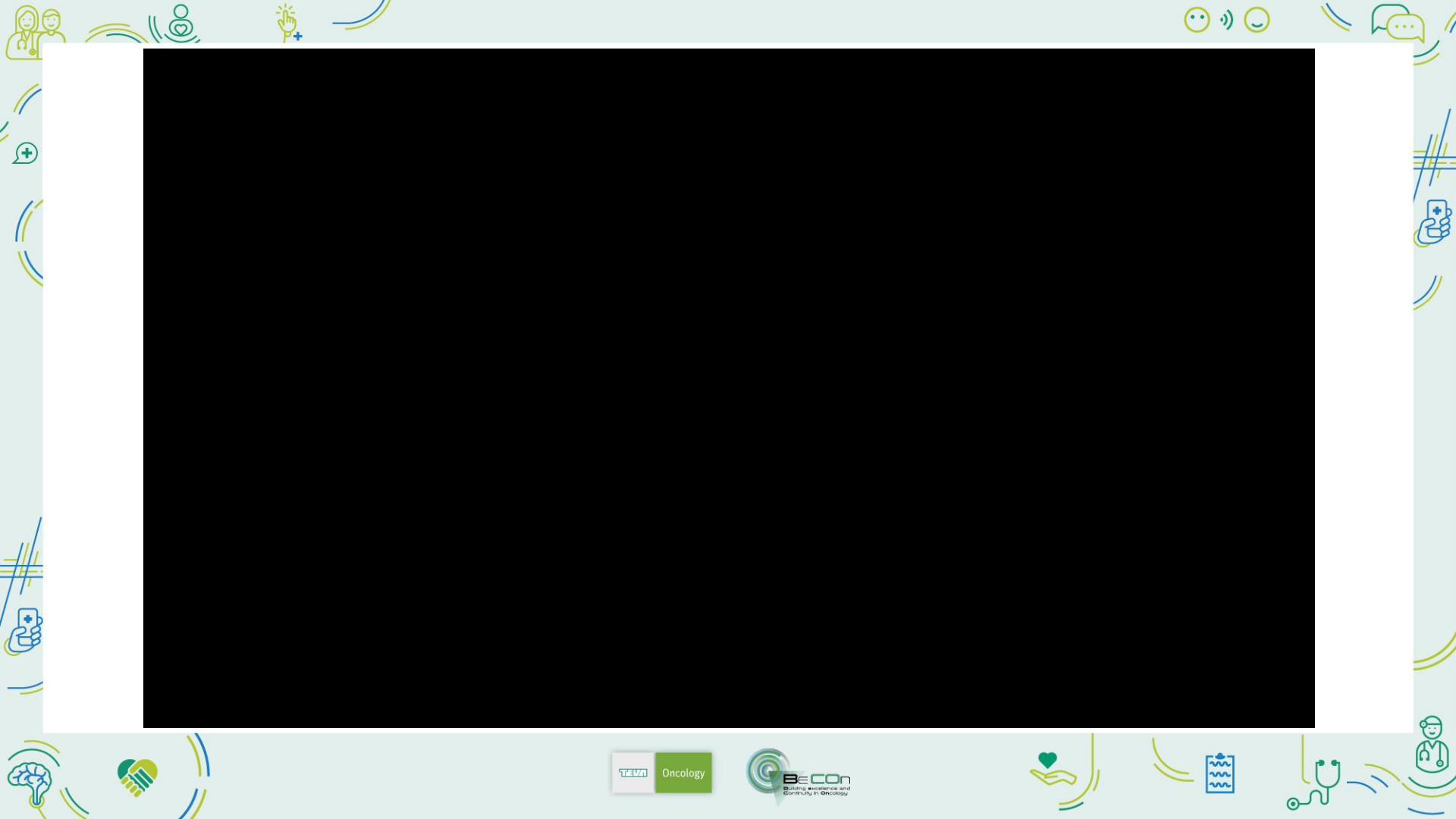




CODE LAVENDER: HOW THE CLEVELAND CLINIC IS SUPPORTING HCPS TO COMBAT STRESS AND BURNOUT

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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.



CODE LAVENDER

- 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?





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