



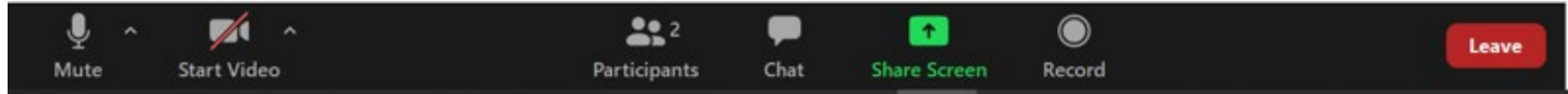


Health Quality Innovation Network

# Knocking Out Workplace Violence: Strategies for Reducing & Preventing a Rising Trend

November 2, 2023

# Logistics – Zoom Meeting



To ask questions, click on the **Chat** icon. At the end of the presentation, you will also be able to unmute to ask a question verbally.

You may adjust your audio by clicking the caret next to the **Mute** icon.

Resources from today's session will be shared after the call.

# Health Quality Innovation Network

## Today's Presenter



### **Tiffany Covarrubias-Lytle, BSN, RN, PCCN**

Patient Education and Nurse Wellness Coordinator and ADT Manager Centra  
Nurse Advisor for the Stress First Aid Program – American Nurses Foundation



## Session #1

# Supporting Employees Following Workplace Violence & Stressful Events

# Learning Objectives

**1**

**Define workplace violence**

**2**

**Describe the impact of workplace violence and stressful events on healthcare workers**

**3**

**Provide an overview of Centra Health's Workplace Violence Response Toolkit**

# Supporting Employees Following Workplace Violence & Stressful Events

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# What is Workplace Violence?

Workplace violence (WPV) is defined by the Occupational Safety and Health Administration (OSHEA) and the American Nurses Association (ANA) as:

*ANY act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior like physical, sexual, and psychological assaults that occurs at the work site. It can affect and involve healthcare workers, patients, family members, customers and visitors. WPV ranges from threats and verbal abuse to physical assaults and even homicide. {1} {2}*



# The Numbers



Healthcare workers in inpatient facilities experience WPV at a rate of 5-12 times higher than private sector workers. [3]  
OSHEA reports a 13% increase since 2019. [2]



20-60% of victims are under-reporting, particularly when the victim is a minority or female. [1, 5]



1:4 Nurses have been assaulted. [1]



Verbal abuse & bullying put the nurses, patients, and systems at risk of harm [6] & is a contributor to burnout and the nursing shortage. [7,8,9]



13% of missed workdays are reported to have been after WPV [1].

# Stress in Health

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## High Stakes – High Emotion



Higher rates of  
depression  
& anxiety



Biopsychosocial  
Disturbances



Thoughts of self-  
harm & suicide



Burnout  
& Moral Injury



Staffing

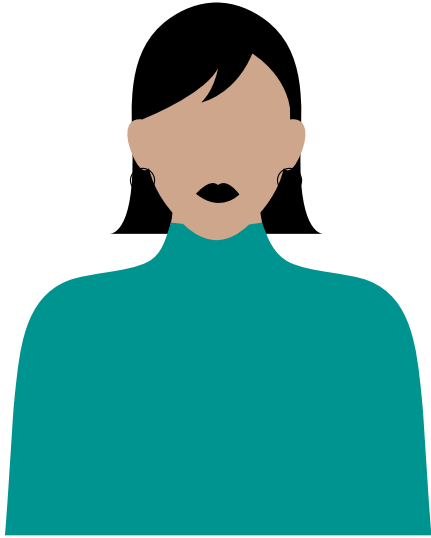


Workplace  
violence

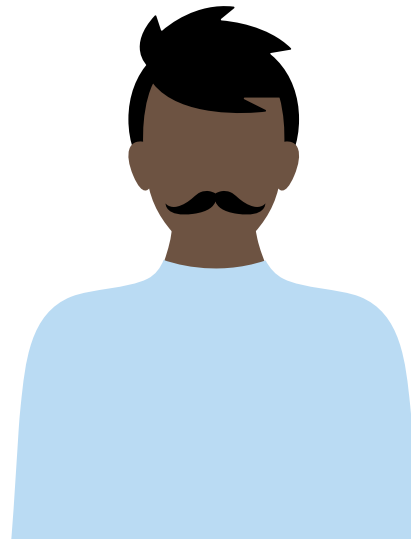
# Poll

*How well do you feel prepared for taking care of your teams when they are facing moments of crisis?*

*Scale: 1 (not prepared) – 4 (very prepared)*



- Self-Actualization
- Esteem
- Social
- Safety
- Physiological Needs



# Maslow's Hierarchy of Needs

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The Future of Nursing  
2020-2030 - Charting a  
path to achieve health  
equity.



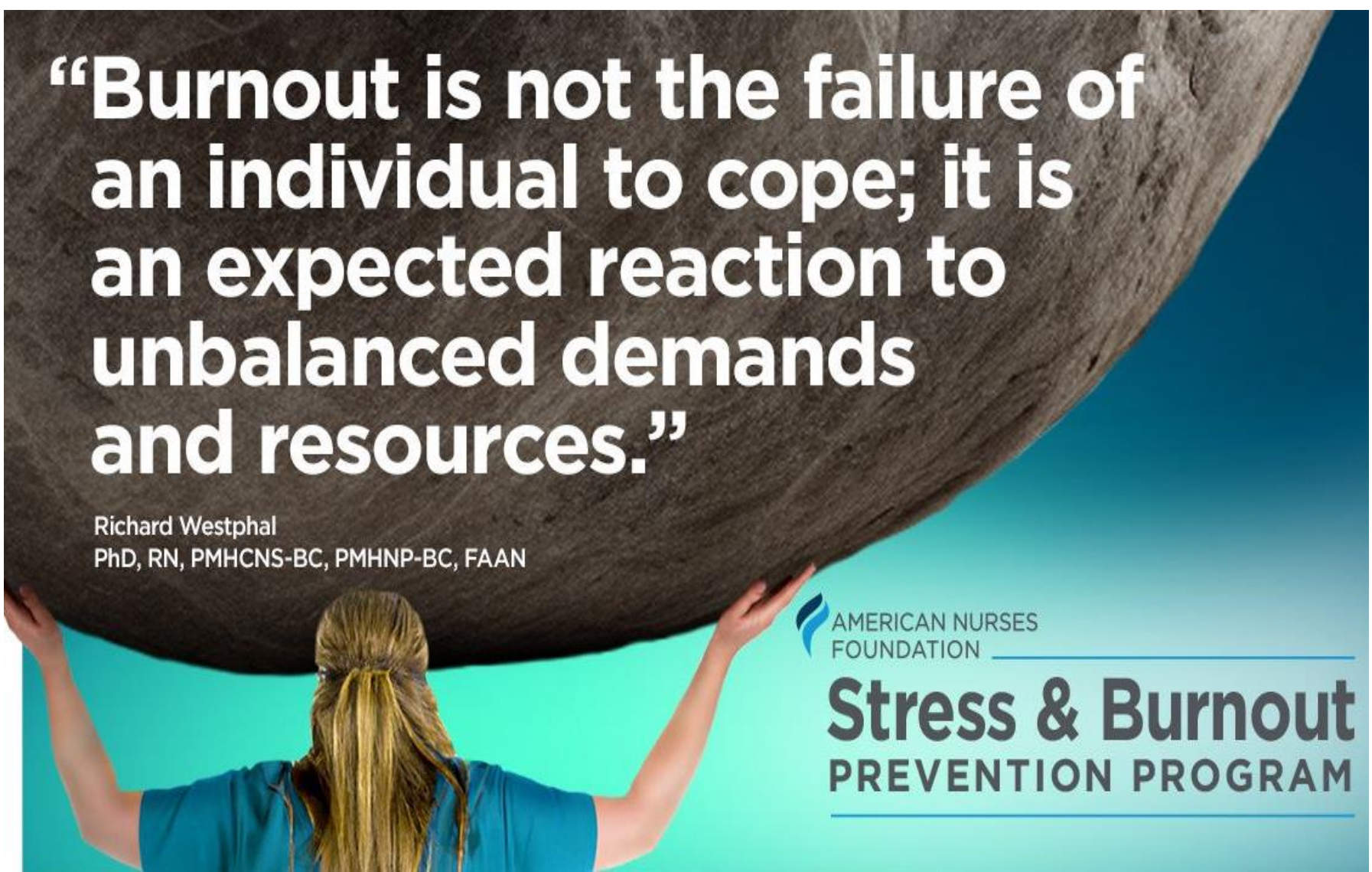
Extrinsic factors

Social norms  
Social support  
Role modeling  
Financial & time constraints  
Institutional support

Intrinsic Factors

Personal characteristics & beliefs  
Perceived benefits & barriers  
Self-efficacy  
Gender & age  
Fatigue  
Habituat  
Depression & Anxiety



A person with long blonde hair in a ponytail, wearing blue scrubs, is seen from behind, holding up a large, dark, curved object that resembles a piece of wood or a large rock. The background is a gradient of teal and blue. The text is overlaid on the dark object.

**“Burnout is not the failure of  
an individual to cope; it is  
an expected reaction to  
unbalanced demands  
and resources.”**

Richard Westphal  
PhD, RN, PMHCNS-BC, PMHNP-BC, FAAN

 AMERICAN NURSES  
FOUNDATION

**Stress & Burnout**  
PREVENTION PROGRAM

# Efforts to address WPV

Efforts to  
prevent violence

- Robust efforts to prevent WPV from taking place.

Response to  
violence

- Rare responses to WPV after it takes place.



# Workplace Violence Toolkit

## Leadership Packet

- Infographic
- Rack Card

## Employee Packet

- Letter from Chaplains
- Infographic on What Feelings to Expect
- Local Resources
- "When its Process and Not Person"
- QR Codes





# Workplace Violence Toolkit

## Communication Roll Out

- Located on the Internal Website
- Huddles
- Leadership Forum
- Manager Meetings
- Part of the Safety Reporting Process
- Poster in Milieu Areas
- Rack Cards in Charge/Supervisor Areas
- Coordinated with Code Lavender Response Teams

## Resources After Workplace Violence



### Report

Be comfortable reporting the event, near misses, and threats. Speaking up helps keep us all safer and you will not be in trouble for reporting the truth.



### EAP (Employee Assistance Program)

Visit EAP at [hw4me.com/eap](http://hw4me.com/eap) to connect with trauma-informed counselor or to get connected with community resources. You may also call the warm-line **434.200.6000**. For an emergency call the 988.



### Stay Connected

Stay connected and know your resources for trauma and violence survivors. Visit [nsvrc.org](http://nsvrc.org)



### Knowledge

After an event has occurred, it is **NOT UNCOMMON** to experience the following:

- Numbing of feelings & withdrawal from others
- Flashbacks or reliving the event
- Depression
- Sleep difficulties
- Substance use
- "Bargaining"- The 'would have/should have" game
- Tension at home with marital & family relationships
- Overwhelming emotions
- Irritability



### Health & Wellness Resources

- Expect the event to bother you
- Maintain a healthy diet and exercise (movement)
- Take time to do things you enjoy, leisure activities
- Give yourself grace and remember that post event consequences are typical
- Spend time with family, friends, and co-workers
- Reach out for support; Healthworks EAP, counseling, faith-based support and/or your Primary Care Physician



Healthworks ([hw4me.com](http://hw4me.com))

# Stress First Aid Stress Continuum

	Ready	Reacting	Injured	III
Definition	<ul style="list-style-type: none"> <li>• Optimal functioning</li> <li>• Adaptive growth</li> <li>• Wellness</li> </ul>	<ul style="list-style-type: none"> <li>• Mild or transient distress and impairment</li> <li>• Always goes away</li> <li>• Low risk</li> </ul>	<ul style="list-style-type: none"> <li>• More severe and persistent distress or impairment</li> <li>• Leaves a scar</li> <li>• Higher risk</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical mental disorder</li> <li>• Unhealed stress causing life impairment</li> <li>• Highest risk</li> </ul>
Features	<ul style="list-style-type: none"> <li>• At one's best</li> <li>• Well-trained and prepared</li> <li>• In control</li> <li>• Physically, mentally, and spiritually fit</li> <li>• Mission-focused</li> <li>• Motivated</li> <li>• Calm and steady</li> <li>• Having fun</li> <li>• Behaving ethically</li> </ul>	<ul style="list-style-type: none"> <li>• Feeling irritable, anxious or down</li> <li>• Loss of motivation</li> <li>• Loss of focus</li> <li>• Difficulty sleeping</li> <li>• Muscle tension or other physical changes</li> <li>• Not having fun</li> </ul>	<ul style="list-style-type: none"> <li>• Loss of control</li> <li>• Panic, rage, or depression</li> <li>• No longer feeling like normal self</li> <li>• Excessive guilt, shame, or blame</li> <li>• Misconduct</li> </ul>	<ul style="list-style-type: none"> <li>• Symptoms persist and worsen over time</li> <li>• Severe distress, social or occupational impairment</li> </ul>
Causes		<ul style="list-style-type: none"> <li>• Any stressor</li> </ul>	<ul style="list-style-type: none"> <li>• Life threat</li> <li>• Loss</li> <li>• Moral injury</li> <li>• Wear and tear</li> </ul>	<ul style="list-style-type: none"> <li>• PTSD</li> <li>• Depression</li> <li>• Anxiety</li> <li>• Substance use disorders</li> </ul>

# The Warm Line

## 24/7 Crisis Line

- Confidential
- Trauma-informed EAP
- Tie into resources now or later.

# Code Lavender



Launched throughout system

- LGH – 2 with 1 modified for OR
- VBH – 2 with 1 modified for BH
- CSCH -1
- BMH – 1
- Multiple CMG Offices

Team: Who is here serving the patients already?

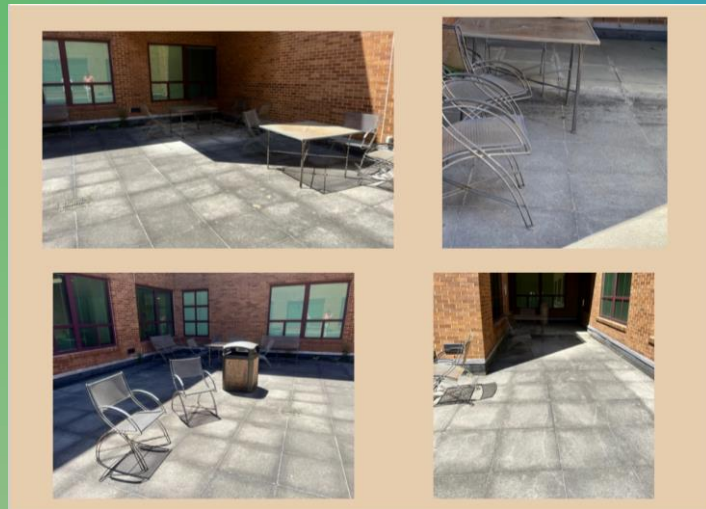
- Chaplains
- Wellness
- Patient Experience
- Pet Therapy
- Behavioral Health
- Leadership
- Trauma Acupuncture

W.I.S.E – Wellness in Stressful Events

- Follow up with second syndrome victims

# Oasis

Respite For Healthcare Teams – Empowering Cultural Milestones – Reducing Carbon Footprint



# Poll

*How well do you feel prepared to care for yourself  
in the face crisis?*

*Scale: 1 (not prepared) – 4 (very prepared)*

# We need you

Engage in your own health and wellness

Keep regular wellness appointments

Be vulnerable

Engage in mental wellness practices

Pass it on/Mentor



# Free Stress First Aid: Self-Assessment

AMERICAN NURSES FOUNDATION **Stress First Aid Stress Continuum**

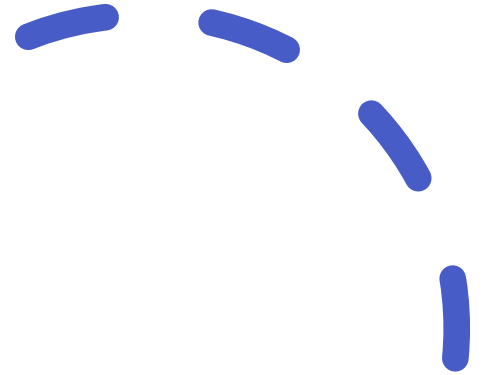
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Causes		Any stressor	<ul style="list-style-type: none"> <li>Life threat</li> <li>Loss</li> <li>Moral injury</li> <li>Wear and tear</li> </ul>	<ul style="list-style-type: none"> <li>PTSD</li> <li>Depression</li> <li>Anxiety</li> <li>Substance use disorders</li> </ul>







- Resources
  - Need to be approachable
  - Need to be accessible
  - Need to be useful
- Barriers
  - Show us what tools to use
  - Give us strength
  - Give us insight
  - Get us closer to the treasure



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A word cloud on a dark blue background with the word "Discussion" in the largest white font at the center. Other words in various sizes and colors (white, orange, light blue) include: "Dialog", "Conversation", "Questions", "Communication", "TALK", "BUSINESS", "Answers", "IDEAS", "Communicate", "SOCIAL", "PROPOSAL", "IDEAS", "Discuss", "MEETING", "Chat", "INPUT", "CONVERSATION", "PARTNERSHIP", "Forum", "SHARE", "OPERATING", "EXPLORATION", "Community", "Group", "Dialog", "Business", "TALK", "Debate", "Connection", "Session", and "Group".

# Upcoming Events

## Knocking Out Workplace Violence

- Affinity Group #1: Tuesday, November 7 | 1-2pm ET
- Learning Session #2: Wednesday, November 15 | 1-2pm ET

## November Office Hours

"Barriers and Solutions for Implementing the NHSN Antimicrobial Use and Resistance Module"

- Thursday, November 9 | 12-12:30pm ET

# CONNECT WITH US

Call 877.731.4746 or visit [www.hqin.org](http://www.hqin.org)



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