



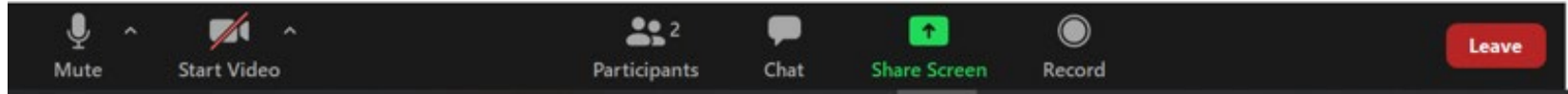


Health Quality Innovation Network

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

November 30, 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.



## Session #3

# Best Practices and Lessons Learned Panel Discussion

# Learning Objectives

**1** Discuss best practices for workplace violence prevention programs

**2** Discuss lessons learned from implementing a workplace violence program

# Health Quality Innovation Network

## Today's Panelists



**John Williams**

Sr. Director for Public Safety, Emergency Management, Occupational Safety, and Hazardous Material  
Valley Health



**Sharon Hedgecock**

Director for Patient Safety and Accreditation  
St. Francis Health System



**Joe Tulga**

Corporate Director Emergency Management and Life Safety  
Centra Health

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# John Williams - Valley Health

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# Joe Tulga – Centra Health





# WORKPLACE VIOLENCE – HQI PANELIST

11/30/23

Sharon Hedgecock, Director Patient Safety and Accreditation

# OUTLINE

- SFHS WPV Committee
- SFHS WPV Successes
- SFHS Biggest WPV Challenges
- Benefits



# WPV COMMITTEE MEMBERS

- Legal Department
- Nursing Leaders
- Medical Staff Leaders
- Human Resources
- Risk Management
- Quality Improvement
- Education Department
- Security Department
- Behavioral Health Experts
- Employee Health Services



# PRIOR WORKPLACE VIOLENCE INITIATIVES

2014 Active Shooter Drill during the Trauma Symposium

March 2018 Active Shooter training added to New Employee Orientation

July 2018 Code Silver Readiness becomes a Prioritized Project

April 2019- June 2021 Code Silver Drills

August 2022 Workplace Violence Initiatives Go Live

2016 Active Shooter classes begin

May 2018 Disruptive Behavior Taskforce formed

December 2018 Disruptive Behavior Initiatives Go Live

September 2021 Workplace Violence Taskforce Formed

6/1/22 active shooter, 4 killed



# WORKPLACE VIOLENCE SUCCESSES

- **Active Shooter Classes** (began in 2016)
- **Disruptive Behavior Flags in EMR** (began in 2018)
- **Work Site Analysis** (continual and ongoing)
- **Signage** – Medical Care Provider Protection Act (Oklahoma)
- **Policies and Procedures**
  - Workplace Violence Prevention Policy (PCM.06.12.00.00)
  - Workplace Safety Policy (SFHS.PPM.10.13.00.00)
  - Patient Rights and Responsibilities (PCM.01.10.00.00)
  - Code Green Activation (Disruptive Behavior) (PCM.02.25.00.00)





## **WARNING:**

ASSAULTING A MEDICAL PROFESSIONAL WHO IS ENGAGED IN THE PERFORMANCE OF HIS OR HER OFFICIAL DUTIES IS A SERIOUS CRIME.

*Section 650.4 of Title 21  
of the Oklahoma Statutes.*

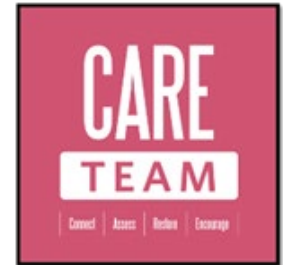
## **ADVERTENCIA:**

AGREDIR A UN PROFESIONAL O PROFESIONAL MÉDICO DURANTE EL DESARROLLO DE SUS FUNCIONES OFICIALES ES UN DELITO GRAVE.

*Sección 650.4 del Título 2  
de los Estatutos de Oklahoma*

# WORKPLACE VIOLENCE SUCCESSES

- **Data collection, analysis, reporting**
  - Process to report / analyze / trend events
    - New Converge WPV form (went live 8/1/22)
  - Report data to Governing Board annually
    - New Converge dashboard
  - Employee Survey (workplace safety questions)
- **Training and Education – all hospital staff**
  - eLearnings
  - Drills
- **Process to support victims and witnesses**
  - EAP
  - Second Victim Program – CARE TEAM went live September 2023



# EMPLOYEE READY REFERENCE SHEET



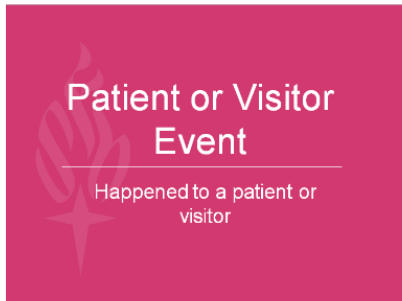
- Applicable Standards
- Pertinent Policies
- Make sure staff know about and can find the new WPV Converge form

Click below to report situation involving a patient or visitor.

- Safety Event (happened **TO** patient)
- Complaint/Grievance **FROM** a patient or representative
- HIPAA incident

Click below to report situation involving a staff member.

- Report a workplace injury (staff injured)
- Workplace Violence incident
- Complaint **ABOUT** another staff member
- Pink GEM (compliment)



## Topic: Workplace Violence

### Applicable standards:

- EC.02.01.01 – hospital manages safety & security
  - EP 17 – annual worksite analysis
- EC.04.01.01 – hospital collects information to monitor conditions in environment
  - EP 1 – process to monitor, report, investigate workplace violence events
- HR.01.05.03 – staff participate in ongoing education
  - EP 29 – WPV education at hire, annually and whenever changes occur to program
- LD.03.01.01 – leaders create and maintain culture of safety and quality throughout hospital
  - EP 9 – hospital has a WPV prevention program lead by designated individual and multidisciplinary team

### Applicable policies:

- Patient's Rights and Responsibilities** PCM.01.10.00.00
- Workplace Safety** SFHS.PPM.10.13.00.00
- Code Green Activation (Disruptive Behavior)** PCM.02.25.00.00

### Workplace Safety Policy –

- Disruptive acts or threatening behavior involving staff, licensed practitioners, other patients or visitors will not be tolerated.
- Employees are to immediately report any incidents of disruptive behavior to his or her supervisor, house supervisor, or an appropriate authority, and if necessary the appropriate security officer.
- If employee is injured on the job, he/she is to immediately report it to his supervisor. Employee shall complete an Employee Report of Injury form.
- Patient's engaging in disruptive behavior will be noted in the EMR.
  - Notify provider, supervisor and security of any patient disruptive behavior
  - Place order for "Disruptive Behavior Precautions"
  - Place door sign notifying all staff of patient's behavior
  - Nurse should document appropriate precaution interventions in EMR
  - Nurse to assess patient behavior every shift and document in EMR
  - Manager / supervisor may place FYI flag in EMR
- Complete electronic WPV form



**Workplace Violence can involve many different relationships (staff against staff, visitor against patient, patient against staff)**

### Patient Rights and Responsibilities

- Disruptive acts or threatening behavior involving staff, licensed practitioners, other patients or visitors will not be tolerated.

### Code Green Activation (Disruptive Behavior)

- A code green is used for an immediate, emergency increase in number of personnel to provide assistance in dealing with a disruptive individual.

### Resources:

- K Drive- Management Academy – Disruptive Behavior Manager toolkit

#### Three things to do:

1. Review standards and policies with your staff
2. Ensure staff know how to get to the Verge Suite page
3. Follow-up on any WPV events in your area(s)





# BIGGEST CHALLENGES

- Education
- Staff entering WPV reports into Converge
  - Made questions mandatory
    - Where did event occur?
    - What was the nature of the event? (added skip logic)
    - Who instigated the event?
    - Description of event.
    - Were there witnesses?
  - Moved some questions for manager to complete
    - What may have led to the conduct at issue (if you know)?
    - During what part of the employee's workday did the event occur?
    - What was the initial response to the event?
  - Removed some repetitive questions
- De-escalation of aggressive patients
- Aggression screening build to ID potential patients



# BENEFITS OF A WORKPLACE VIOLENCE PREVENTION PROGRAM

- Decrease exposure to workplace violence
- Improve safety for everyone
- Improve teamwork
- Decrease psychological stress
- Decrease physical injuries of healthcare workers
- Decrease turnover of healthcare workers
- Decrease sick days and PTSD
- Improve job satisfaction





# Upcoming Events

## Knocking Out Workplace Violence

- Affinity Group #3: Tuesday, December 12 | 1-2pm ET

## December Office Hours

“Should I stay or should I go? Evidence from the Pandemic and Promising Solutions to Address Clinician Burnout”

- Thursday, December 14 | 12-12:30pm ET

# CONNECT WITH US

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



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