Workplace Violence: Tackling it Head On Through Interdisciplinary Collaboration

Karin Stefancic, BSN, RN, CMSRN
Allison Erzberger, BSN, RN, CMSRN
Lynn McLaughlin, BSN, RN
Vicki Wage, RN, CMSRN
MaryAnn Moon, MSN, APRN, ACNS-BC
Disclosure Information for this Presentation

- There are no relevant financial relationships related to this presentation/program.
- There is no sponsorship/commercial support of this presentation/program.
- The content being presented will be fair, well-balanced and evidence-based.
- Learners must have signed the attendance roster at registration this morning and will need to complete the online evaluation after the conference to successfully complete this program and receive the contact hours certificate.
video
What is Workplace Violence?

➢ While you are recovering a 75 year old patient from surgery, she becomes disoriented and slaps your hand? Is this workplace violence or just part of your job?

➢ You enter the room of a patient who was just denied additional pain medication by their provider. They begin yelling and cursing at you. Is this workplace violence or just a part of your job?
Definition

Incidents where staff are abused, threatened or assaulted in circumstances related to their work, including commuting to and from work, involving an explicit or implicit challenge to their safety, well-being or health.

World Health Organization, 2002
Workplace Violence Statistics

• Workplace violence in health care settings is on the rise.

• The Bureau of Labor Statistics (2012) estimates that workplace violence rates are four times higher in the health care industry than in any other private industry.

• “In 2013, healthcare workers reported an estimated 9,200 workplace violence incidents requiring time away from work to recover, with the majority of these perpetrated by patients or their family members.”
  

• “One recent study on hospital-based shootings reported an increase from 9 active shooter incidents per year during the 2000 to 2005 time period to almost 17 per year during the 2006 to 2011 time period.”
  
Background & Significance

- 2015 Staff Engagement Survey results
- Increasing violence and fear in the workplace
- Staff Perception of “It’s just part of our job”
- Insufficient reporting system
- Increased turn over in RN, PCA/PCT staff
- Hesitancy to involve security
- No formal workplace violence prevention program
An interdisciplinary team was formed with the intent of reducing the number of nursing staff related injuries from violence in the workplace, improve overall job satisfaction, and perception of safety at Froedtert Hospital.
Methods

• Gap analysis was completed

• Reviewed the current literature

• The PDSA cycle methodology was utilized to trial different interventions and accelerate the quality improvement process

• Conducted a one time post implementation survey, utilizing Likert-type questions
Interventions

Four pronged approach:

1. De-escalation training for nursing staff on
2. Implementation of “Code Orange,” a partnership with the Security team for early de-escalation of situations
3. Standardize a Reporting System in Midas
4. Occupational Health follow-up phone calls to staff
Implementation of Code Orange

• Piloted on Trauma unit and then spread hospital-wide
• Security attended staff meetings to educate nursing staff
• Staff signed a “See Something, Say Something” Agreement
• Code Orange Drills with Debriefing
• Recognition for Involvement in Code Orange provided by Security
Measurement & Metrics

• One time post implementation survey was conducted to measure staff perception on:
  – Safety
  – Overall Job Satisfaction

• Monitoring of reported RN injuries
  – Midas
  – Accident Reports

• Occupational Health monitors follow-up needs and recovery time
Future Work

- Expand into the Ambulatory setting and throughout the enterprise
- Currently developing a Behavioral Emergency Response Team
- De-escalation Training for all employees
- Survey our providers, ancillary staff, and others on their perception of safety in the work environment
- Publish and disseminate the work
Acknowledgements

Members of the Interprofessional Team

Nursing
• Allison Erzberger
• Molly Farwell
• Heather Bergman
• Lynn McLaughlin
• Vicki Wage
• Karin Stefancic
• MaryAnn Moon
• Nicole Gruebling
• Kathy Bechtel

Security Staff
• Chuck Mueller
• Carlton Moore
• Adam Waraxa
• Beverly Goins Sanders
• Maureen VanHecker
• Mike Ramstack
• Gary Colpaert

Change Management Staff
• Sue Dummer
• Mike Walsh

Occupational Health Staff
• Karin Pierce – Nurse Manager
• Lisa Benson – Nurse Manager