Workplace Violence: A Critical Patient and Caregiver Safety Issue

June 21, 2018
Webinar Month 115

For resource downloads go to:
www.safetyleaders.org
Anonymous Survey Questions

I am interested in ADDITIONAL INFORMATION on:
Workplace Violence Issues

100% Agreed and 91% Strongly or Very Strongly Agreed, and 67% Very Strongly Agreed

Workplace Violence Issues
Specific Topics I would like covered includes:

- Action plans following event; behavioral health services
- Active shooter drills
- Active shooter lessons learned
- Addressing violence in medical offices, vs. Hospital and medical centers.
- Addressing workplace violence in ambulatory settings (i.e. Primary care office, urgent care, etc).
- Any additional topics available
- Approaches for conducting risk assessments (heat maps, comprehensive facility assessment tools, etc.) Key strategies for identifying precursor behavioral cues that may precede violence, and approaches to de-escalation and rapid response
- Balancing patient experience and staff safety, managing safety and resilience for providers and clinicians
- Better protection to the employee by HR after an incident.
- Building access and visitor entry
- Building and sustaining relationships with local law enforcement
- Components of debriefing post incident
- Controlling patients/difficult situations with families–de-escalation
- Cultural acceptance
- Data collection of staff assaults.(Besides the ER, what other area/s have high incidences of workplace violence? Data? On the impact a second victim program has. What other programs are out there to address this workplace violence prior to the the violent? FMEA that focuses on this subject.
- De-escalation
- De-escalation
- Effective staff education; rapid incident response team (intervention while event occurring)
- Emergency dept
- Employee buy in to reporting
- How to best integrate data from various organizational systems (occ health, adverse event reports, security reports, etc.) to help focus and guide proactive efforts.
- How to set up a multidisciplinary approach also use of canines on hospital campuses
- HR related approaches, best approaches to deal with escalating situations
- Managing potential threats to workplace violence in physician practices in the community, homecare and skilled nursing facilities that do not traditionally have the same onsite resources as hospitals.
- Medical management in the ED of etoh and mental health patients
- Mental health patients and violence to healthcare workers
- Methods for handling the pt. Who is violent with each admission - what can you do?
- Multi-disciplinary team and approaches, identifying potential repeat offenders
- Not known
- Patient scenarios were excellent
- Physician bullying of nurses
- Plans on making it a felony to assault a healthcare worker.
- Practices/actions implemented so staff do not think this is culturally acceptable
- Preventative strategies and assisting staff to better understand ways to protect themselves (why did they target me?) How can I best de-escalate to prevent?
- Process improvement, smaller facility policy
- Recognizing behaviors of concern
- Risk assessment
- Running a successful WPV event review committee (who is on the team? How are reviews conducted? Do you have standard review forms for reviewing cases?)


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Workplace Violence Issues
Specific Topics I would like covered includes:

• Security for facilities with no security force
• Sexual harassment
• Staff training
• System wide WPV initiatives - who's involved in the process, how do we get every department and staff member trained? How to budget for this?
• The typology mentioned in this webinar
• Threat management programs
• Training staff
• Verbal abuse more on this
• Violence between workers
• Violence outside of the ER
• Violence prevention plan
• What are the specific plans that I can see so I can build one.
• What can the staff themselves do to avoid injury?
• When administration is part of the problem
• Workers' rights/protection in workplace in filing a claim, specifically against a co-worker or a superior -- what/how can this be strengthened.
• Workplace violence in the small rural or critical access hospitals. Less resources available
• Would like more prevention tips and awareness tips to use moving forward


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I am interested in webinar on AN ACTION PLAN AFTER AN ADVERSE EVENT:

93% Agreed and 78% Strongly or Very Strongly Agreed, and 51% Very Strongly Agreed

Specific Topics on an ACTION PLANS AFTER AN ADVERSE EVENT
I would like covered include:

• Addressing PTSD in staff after an adverse event
• Any available topics
• Any useful framework to use - model after an RCA? Other?
• Are there best" training programs for training staff on de-escalation? Any programs on helping staff cope post assault? Security best practice on WPV?"
• Best practices in deescalating violence
• Best way to share that information across a health system, not just inside one hospital care site.
• Disclosure, early resolution
• Do you utilize employee assistance program
• Formation of teams, how to include patients
• Helping front line staff see value in action plans
• How to conduct a debriefing and impacting change and changing organizational culture (how to achieve)
• How to debrief
• How to handle repeat offenders, support for staff
  • I don't really own this as part of my job but may be a participant. I am an educator
• Identify local resources or resources based on jurisdiction or regions of the country
• Immediate interventions and how to approach a longer term analysis with trending.
• Implementation
• Increasing awareness of areas of high risk
• Lessons learned. What could be done differently post the event that may have been preventable.
• Mitigation strategies
• More in depth education than what was presented today

• New to many facilities
• None at this time
• Not sure
• Outlines related to specific types of events
• Please go through hospital action plans for debriefing teams.
• RCA's
• Second victim programs
• Second victim training
• Small facility setting with limited resources
• Staff member assault with injuries
• Staff relations; relations with administration
• Supporting staff
• This is critically important. How do we protect the 2nd victim...The caregiver.
• Tools for RCA, supporting victims and witnesses of workplace violence events,
• What information is shared and to whom
• What is being done, or can be done, to assure all employees &/or management affected (workplace) is provided appropriate mental/emotional assistance/response.
• What plan does administration have to help combat the occurrences?
• What to do for worker when they are safe-for example next 24-48 hours
• Who should be involved and/or leading?
• Work place violence
I am interested in webinar on BEST HR PRACTICES AFTER AN ADVERSE EVENT:

88% Agreed and 65% Strongly or Very Strongly Agreed, and 49% Very Strongly Agreed

Specific Topics regarding HR PRACTICES AFTER AN ADVERSE EVENT
I would like covered include:

- Any available
- Anything you have available
- Assurance of appropriate mental/emotional services/response for all employees/management affected (workplace).
- Best practices for providing employees with quality training (efficient & effective; what is the right amount of re-training?)
- Building up current programs (EAP) that addresses this subject. (Not just handing paperwork, but best or better practices w/ face to face intervention after the violent event.
- Data driven best practices
- Debrief with law enforcement
- Educating all staff to recognize concerning behaviors, increase willingness to report
- Encouraging reporting of all threats and events, including bullying and lateral violence, without fear of retribution
- How best to interact with the employee, practices and interventions that are helpful
- How HR is involved in these events
- How to assist the colleague after an incident
- How to get administrative support by showing data sets or data analytics
- How to make sure employees get what they need after the adverse event
- Institutions promise confidentiality, but break that confidence by informing on the employee.
- Nothing specific - just important to share and learn from others so as not to re-invent the wheel
- Protections for the employee from" their HR."
- Role of HR dept
- Staff support
- Staff support and training
- Support systems for staff- group and individual
- Supporting victim and 2nd victim(s)
- This is critical!!!
- What can be done from an HR standpoint
- What can HR do to help support the staff member after an occurrence.
- Who is in charge and has power to act