

Workplace Violence Prevention in Health Care

Layers of Complexity

Presenter

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Objectives

Describe

Describe general requirements of a healthcare workplace violence prevention program.

Identify

Identify opportunities for implementation.

Describe

Describe the shift to patient and family

We know...

Workplace violence prevention Google
healthcare worker violence prevention:
22,100,000 results in 0.37 seconds

American Nurses Association reports 2
nurses per hour are assaulted in the acute
care setting [[End Nurse Abuse*American
Nurses Association \(nursingworld.org\)](#)]

Most (if not all) organizations have some
type of workplace violence page and
action

Standard EC.02.01.01: The hospital manages safety and security risks.

EP17: The hospital conducts an annual worksite analysis related to its workplace violence prevention program. The hospital takes actions to mitigate or resolve the workplace violence safety and security risks based upon findings from the analysis.

Standard EC.04.01.01: The hospital collects information to monitor conditions in the environment.

EP 1: The hospital establishes a process(es) for continually monitoring, internally reporting, and investigating the following:

- Injuries to patients or others within the hospital's facilities

- Occupational illnesses and staff injuries

- Incidents of damage to its property or the property of others

- Safety and security incidents involving patients, staff, or others within its facilities, including those related to workplace violence**

- Hazardous materials and waste spills and exposures

- Fire safety management problems, deficiencies, and failures - Medical or laboratory equipment management problems, failures, and use errors - Utility systems management problems, failures, or use errors.

Standard HR.01.05.03: Staff participate in ongoing education and training.

EP 29:

- As part of its workplace violence prevention program, the hospital provides training, education, and resources (at time of hire, annually, and whenever changes occur regarding the workplace violence prevention program) to leadership, staff, and licensed practitioners.
- The hospital determines what aspects of training are appropriate for individuals based on their roles and responsibilities.
- The training, education, and resources address prevention, recognition, response, and reporting of workplace violence as follows:
 - What constitutes workplace violence
 - Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement
 - Training in de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents
 - The reporting process for workplace violence incidents

Leadership Standard LD.03.01.01: Leaders create and maintain a culture of safety and quality throughout the hospital.

- EP 9: The hospital has a **workplace violence prevention program** led by a designated individual and developed by a multidisciplinary team that includes the following:
 - **Policies and procedures** to prevent and respond to workplace violence
 - A **process to report incidents** in order to analyze incidents and trends
 - A **process for follow up and support to victims and witnesses** affected by workplace violence, including trauma and psychological counseling, if necessary
 - Reporting of workplace violence incidents to the **governing body**

Nurse & Patient Safety Act

Preparedness and Incident Response Action Plan

8



Evaluate risk factors



Review workplace violence incidents



Report workplace violence



Education



Review plan annually



Requests for additional staffing

Credit for slide:

Workplace Violence Prevention Council, Allina Health

Layers of complexities

9

With patients and families

Health care teams

Health care systems

Reimbursement





What do
we do?



EASY

**Hit the easy
button!**



EASY

Hit the easy
button!

We would if
there was one.

Myths:

“If you follow this recipe,
all will be good.”

“Easy to solve”

Many promises...

Promises made, and usually broken

14

- Programs come to you and make promises
- They will make sure you meet the requirements for The Joint Commission and all the other groups telling you what you need to do
- Does this work?

- “Education and training programs did not reduce the number of reports of aggressive behavior toward healthcare workers (five studies), possibly because these programs made healthcare workers more likely to report incidents.
- An education and training program might improve healthcare workers’ knowledge of aggressive behavior in the workplace in the short term (one study), but we are uncertain whether this would be a long-term effect (one study).
- Education programs might improve healthcare workers’ attitudes toward aggressive behavior in the short term (five studies), although these reports varied depending on the type and length of the program provided.
- Education programs might not affect healthcare workers’ skills in dealing with aggressive behavior (two studies) and might not affect whether unwanted or negative personal effects were noted after healthcare workers experienced aggressive behavior (one study).”
- Final words - Studies not reliable. More studies needed.

Reviewing events - general themes

Situational awareness

Knowing when to disengage

Narrating care

Literature has shifted

1

From “command and control and rules” to engagement.

2

Not Patient and Family engagement with the care team...

3

It is health care worker engagement with the patient and family...

What does that mean?

We need to assure engagement of all levels of the health care team in supporting patients and families

- Complex care plans
- Care conferences / team conferences
- Assuring the team is consistent with the plan

What does that mean?

Universal precautions?

Situational awareness - space, tone, knowing when to disengage and get help

Narrating care - ask permission to touch, show respect, introduce and explain

Possible strategies

Verbal De-escalation Strategies

DON'T:

- Challenge psychotic thinking
- Argue
- Threaten
- Intensely question
- Use sarcasm/humor

DO:

- Verbalize actions beforehand
- Initiate active listening-try to be aware of what may worsen the person's fear and aggression
- Take a break as appropriate
- Comply with reasonable request
- Listen patiently and paraphrase concerns
- Problem-solve. Offer solutions instead of trying to take control.
- Review Safety Plan
- Ask how you can help
- Affirm the person's positive qualities
- Offer the person a face-saving way out

Key takeaways:

Hard work, takes time, build the program,
be prepared for unexpected issues
cropping up

Discussion

