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Strategies for Addressing Workplace Violence in Healthcare

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Disclosures



- Dr. Aron Wahrman is a consultant for Spartan Medical and DSM. All relevant financial relationships have been mitigated.
- Neither the moderator nor the other two panelists have anything to disclose as it relates to the content in this presentation.

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Learning Objectives



At the end of this session, participants should be able to:

1. Recall the various types of violence in the workplace, including risk factors and implications.
2. Identify examples of policies and protocols to help support staff in the incidence of workplace violence.
3. Recognize future strategies to support safety and well-being in the incidence and aftermath of workplace violence for patients and staff.



STRATEGIES FOR ADDRESSING WORKPLACE VIOLENCE IN HEALTHCARE



Defining Workplace Violence



Can involve
colleagues,
providers,
patients or
visitors

- Verbal
- Nonverbal
- Written
- Physical aggression
- Threatening
- Intimidating
- Harassing
- Humiliating words or actions
- Bullying
- Sabotage
- Sexual harassment
- Physical assaults
- Other behaviors of concern

Source: "Workplace Violence Prevention," *The Joint Commission*:
<https://www.jointcommission.org/resources/patient-safety-topics/workplace-violence-prevention/>. Accessed 5/17/2024.

Statistics



15,230
HCWs with loss
of time from
work due to
injury annually

3X
the amount
reported by
other industries

44%
of nurses
reported
physical
violence during
pandemic

68%
of nurses
reported verbal
abuse during
pandemic

69% of
physical
assaults, **71%**
of non-physical
assaults were
reported

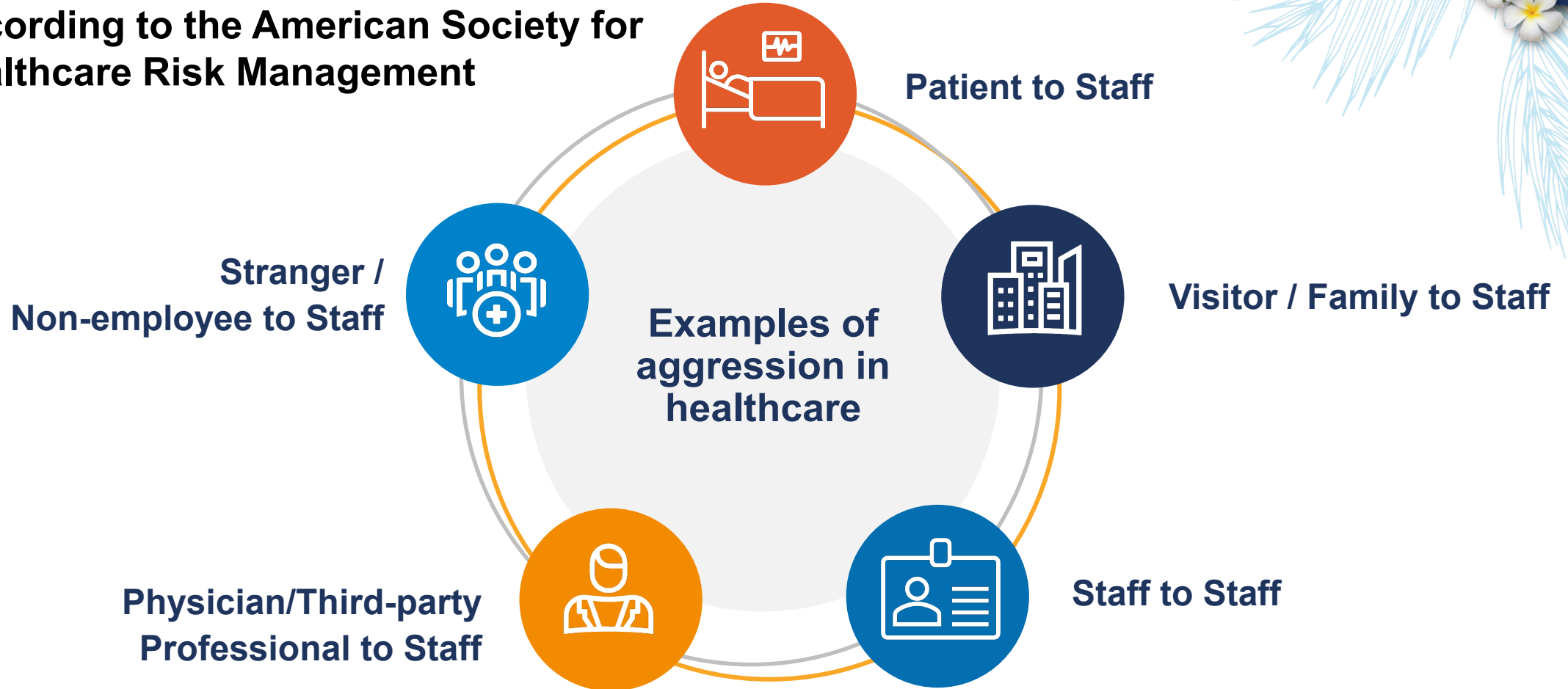
Sources:

1. Jones M. Preventing workplace violence in healthcare. *American Association of Critical-Care Nurses*: <https://www.aacn.org/blog/preventing-workplace-violence-in-healthcare>. Accessed 5/17/2024.
2. Fact Sheet: Workplace Violence and Intimidation, and the Need for a Federal Legislative Response: <https://www.aha.org/system/files/media/file/2022/09/Fact-Sheet-Workplace-Violence-and-Intimidation-and-the-Need-for-a-Federal-Legislative-Response.pdf>. Accessed 5/17/2024.
3. "Workplace Violence in Healthcare," *U.S. Bureau of Labor Statistics*: <https://www.bls.gov/iif/factsheets/workplace-violence-healthcare-2018-chart2-data.htm>. Accessed 5/17/2024.

Types of Violence



According to the American Society for Healthcare Risk Management



Source: Kramer M. "Managing Workplace Violence," *HealthTrust - Performance Improvement For Healthcare*: <https://healthtrustpg.com/theforce/workplace-trends/management-best-practices/managing-workplace-violence/>. Accessed May 16, 2024.

Risk Factors



Staff inputs

- Understaffed systems
- High turnover
- Working alone
- Limited security personnel



Environment of care

- Overcrowded waiting areas
- Poor hallway or outdoor lighting
- Presence of firearms
- Poor environmental design



Organizational facets

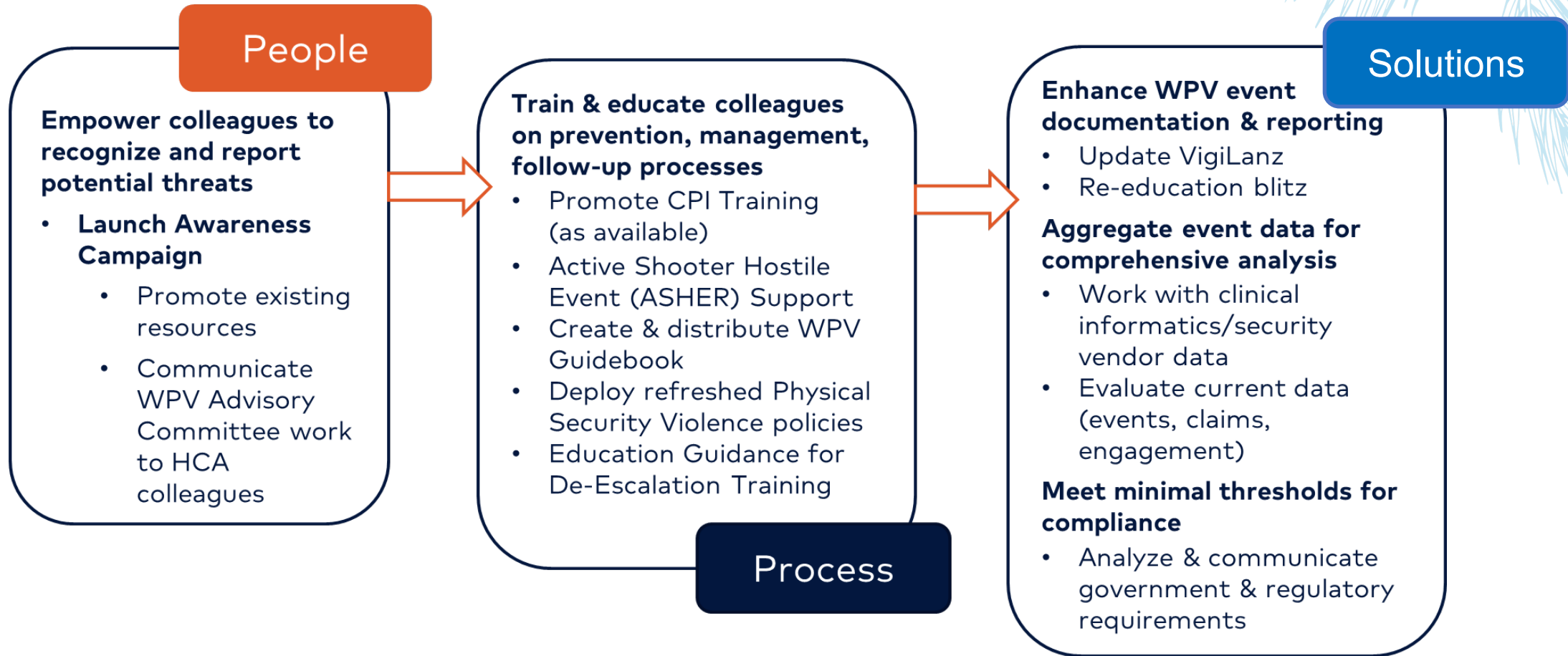
- Lack of training & policies for staff
- Unrestricted public access
- Perception that violence is tolerated
- Multiple reporting structures create documentation & reporting process confusion putting compliance at risk

Sources:

1. Fact Sheet: "Health Care Workplace Violence and Intimidation, and the Need for a Federal Legislative Response," *American Hospital Association*: <https://www.aha.org/fact-sheets/2022-06-07-fact-sheet-workplace-violence-and-intimidation-and-need-federal-legislative>. Accessed 11/1/23.
2. "CARING for OUR CAREGIVERS CARING for OUR CAREGIVERS Workplace Violence in Healthcare," *OSHA*: <https://www.osha.gov/sites/default/files/OSHA3826.pdf>. Accessed 11/1/23.



Recommended Plan



Source: HCA Healthcare



Hospital-wide committee with smaller work groups:

- I.T. to develop dashboard with reliable data
- Tools for dept. leader to support staff after an injury
- Staff communication – importance of reporting each incident
- Education & training – physicians/staff more aware of protocols, order sets, notifications, etc.

Projects & Protocols

- Increase visibility
- Unit huddle, buddy system, increased rounding by resource nurse, PRN meds on agitation order set
- Unsheltered patients
- Code **BURT (Behavioral Urgent Response Team)**

- De-escalation & personal safety training
- Increased security presence & rounding in key areas
- Partner with San Diego Police Department & D.A.'s office
- Frontline staff - “Coffee with a cop” session

Source: Scripps Health



Safe Tables

- Collect information & feedback from employees at the facility
- Share with Corporate which then collects data & analyzes from many facilities

Corporate

- Corporate Workplace Violence Committee along with Patient Safety Officer (PSO) identifies trends & opportunities
- Develop enterprise-wide plans to address common opportunities across organization

Education

- Mandatory education via HealthStream for the Nonviolent Crisis Intervention (NCI) Training for staff to teach them how to de-escalate safely
- Leverage employee assistance program

Future Ongoing & Advanced Strategies



Establish an environment that supports reporting

- Removing the stigma
- Simplifying technology



Aggregate & analyze data

- Trends
- Severity
- Gaps



Continue to re-assess & tailor solutions

- Evaluate Thresholds

Assessment Question #1



Question: OSHA defines workplace violence as any act or threat of physical violence, harassment, intimidation, or threatening disruptive behavior that occurs at the work site.

- a. True
- b. False

Assessment Question #1 Answer



Answer

Question: OSHA defines workplace violence as any act or threat of physical violence, harassment, intimidation, or threatening disruptive behavior that occurs at the work site.

- a. True
- b. False

Assessment Question #2



Question: Which of the following policies may help support staff in the incidence of workplace violence?

- a. De-escalation training for employees
- b. Ensure physical violence security policies are current and shared
- c. Institute Code **BURT (Behavioral Urgent Response Team)**
- d. All of the above

Assessment Question #2 Answer



Answer

Question: Which of the following policies may help support staff in the incidence of workplace violence?

- a. De-escalation training for employees
- b. Ensure physical violence security policies are current and shared
- c. Institute Code **BURT** (Behavioral Urgent Response Team)
- d. All of the above**

Assessment Question #3



Question: Which of the following strategies can support staff safety and well-being after an incidence of workplace violence?

- a. Tools for department leader to support staff after an injury
- b. Staff communication – importance of reporting each incident
- c. Leverage employee assistance program
- d. All of the above

Assessment Question #3 Answer



Answer

Question: Which of the following strategies can support staff safety and well-being after an incidence of workplace violence?

- a. Tools for department leader to support staff after an injury
- b. Staff communication – importance of reporting each incident
- c. Leverage employee assistance program
- d. All of the above**



Thank You

