

# Creating and Executing Tactics Within a Workplace Violence Prevention Portfolio

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## Learning Objectives

- 1) Explain the role of executive sponsorship in the success of a workplace violence prevention program.
- 2) Describe the key elements included in a multifaceted approach to reduction and prevention of workplace violence.

## Background

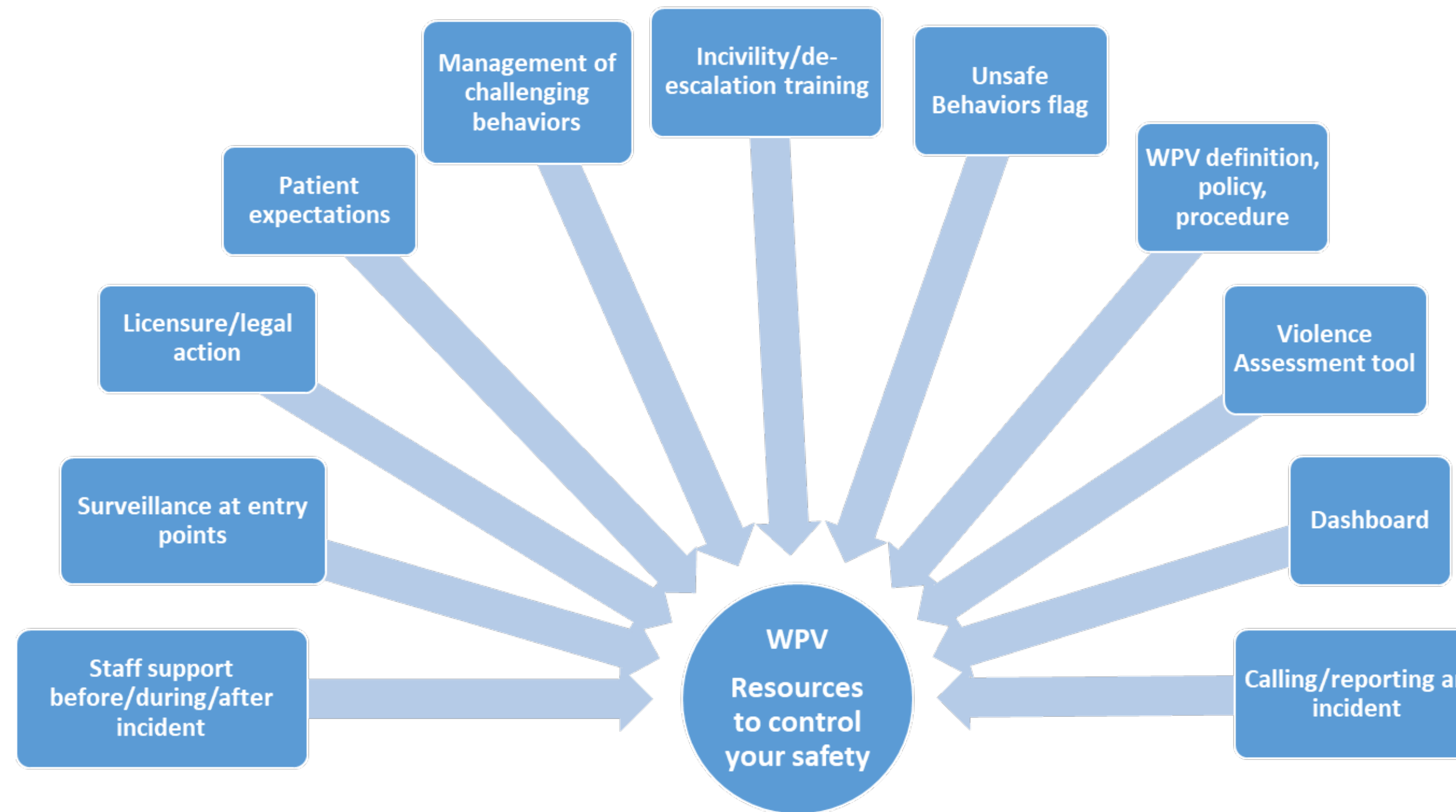
- Violence in the workplace was increasing
- Stand alone interventions are disjointed and not capable of positively affecting change
- Lacked a clear understanding of our current performance and depth of the problem
- Workplace Violence (WPV) Prevention was made a Top Priority by Executive Leadership
  - Voice of the customer was gathered through sensing sessions and focus groups with frontline staff and targeted rounding by Executive Leadership
  - Found a lack of tools and resources for the increasingly complex patients
- Solution needed to be multidimensional and synergistic
- Vision was set to have a portfolio of interworking strategies to decrease workplace violence and empower frontline staff to take control of their own safety



We would like to acknowledge our Executive Leaders, contributors, and all the frontline staff who have made this work possible.

## Intervention

- Workplace Violence Prevention Committee was formed
  - Embedded into Secure Together
- Specific tools and resources that are needed were identified by the frontline staff
- Literature review completed to establish best practices and recommendations sought from Vizient, Inc. community
- Joined the CEO coalition to address WPV
- Board immersion and involvement as it is a strategic priority
- Dashboard created with key metrics: number of events, injuries, event reports to be used for benchmarking and goal setting
- An inventory was completed of current tactics in order to identify gaps and drive future work

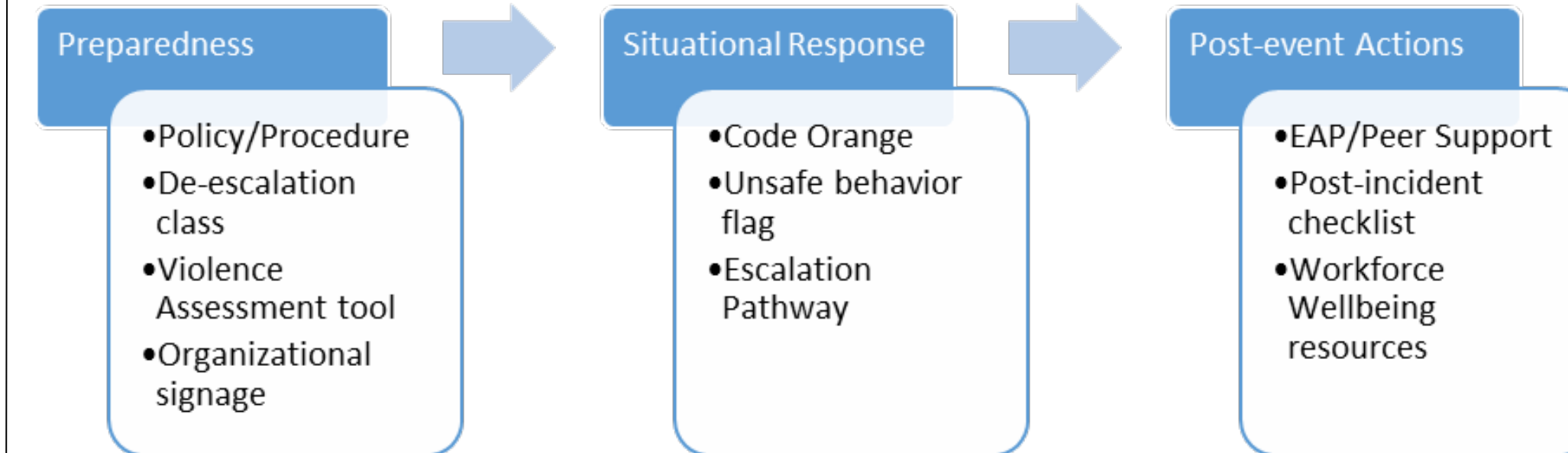


These key components were identified as the elements needed for a comprehensive Workplace Violence Prevention portfolio. Leaders were assigned to each tactic and work groups were formed. Frontline staff were contributors in all areas and provided feedback at every decision point.

## Outcomes and Impact

- The foundation was set with a new and comprehensive definition and policy of Workplace Violence and Prevention
- Visible signage approved and placed around the organization supporting a zero-tolerance culture
- An Escalation Pathway was created giving staff a stepwise action plan when experiencing WPV
- Creating a standardized Behavioral Agreement (Contract)
- An alert and visual cue/flag was created and implemented enterprise-wide in the EHR to communicate a patient's risk for violence
- Enhancement of the Employee Assistance Program with additional counselors and offerings along with a Post Incident Staff Checklist
- Restructuring and enhancement of the De-escalation training class offered to staff
- Identifying and implementing a Violence Assessment Tool for the EHR
- Enhancement of the current Behavioral Emergency Response Team (BERT)

In Progress: moving to a framework of Preparedness, Situational Response, Post-event Actions



The authors have no relevant financial relationships to disclose.

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