

2023 VIZIENT CONNECTIONS SUMMIT

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SEPT. 18–21, 2023
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Successful Approaches to Reducing Violence and Enhancing Safety in the Workplace

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Learning Objectives

- Describe strategies for implementing comprehensive workplace violence awareness and prevention programs.
- Identify tools and resources to recognize, prevent, mitigate and respond to violence, and provide post-event support.
- Discuss the impact of communication and teamwork on the prevention and management of workplace violence.

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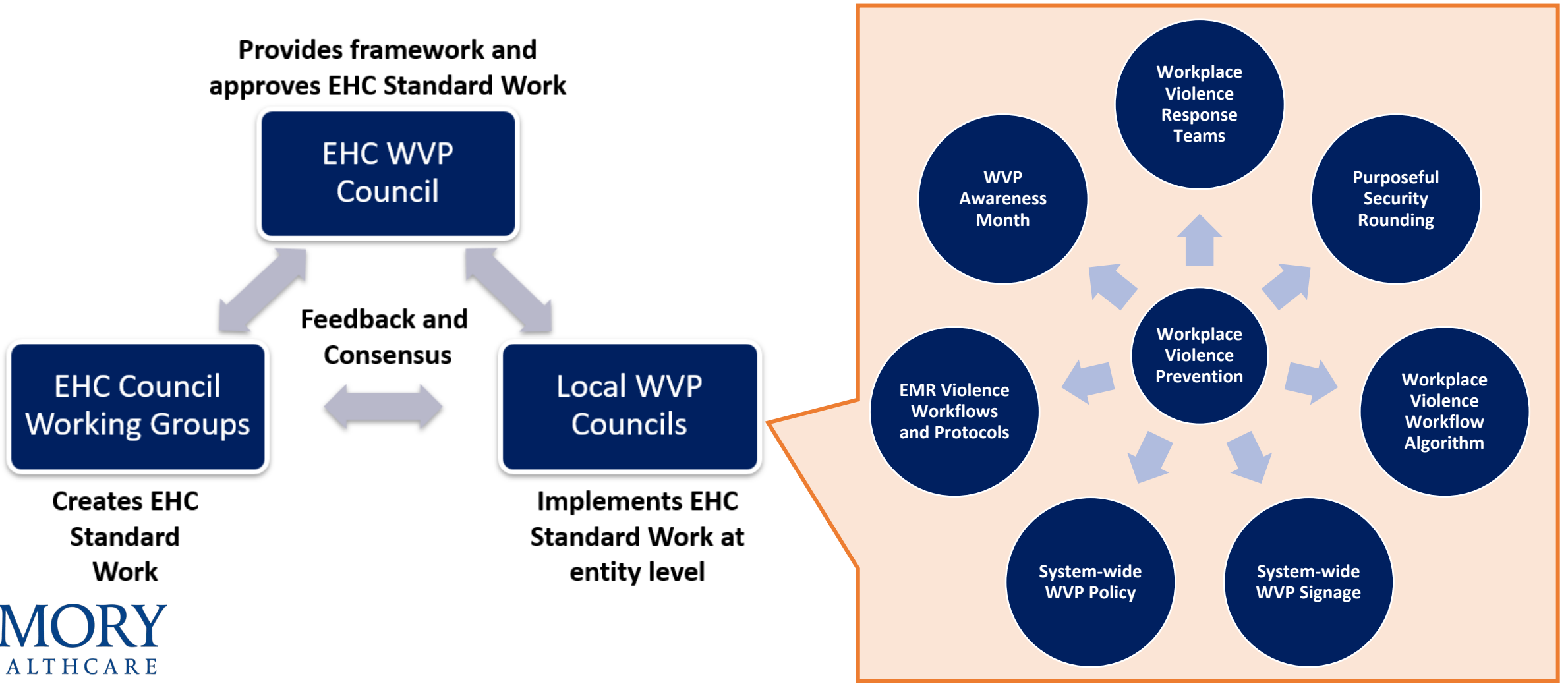
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Panel Discussion

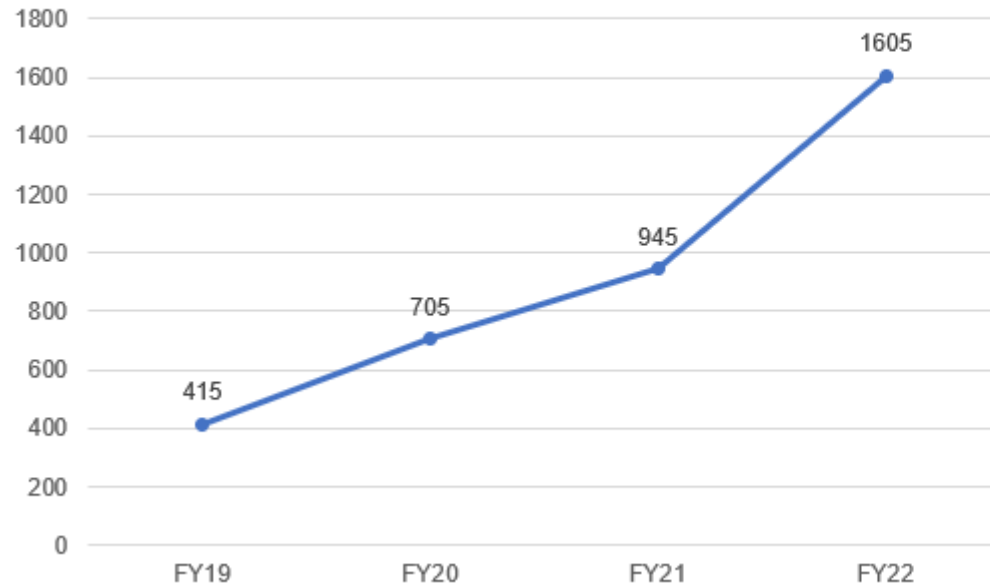
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System Structure with Local Implementation



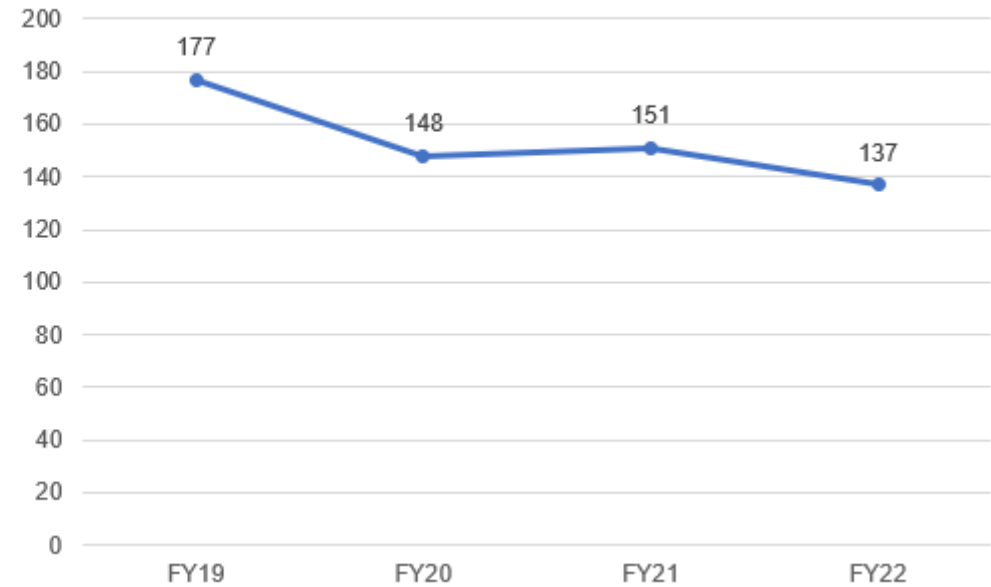
Increase Awareness and Reduction in Harm

Workplace Violence Incident Reports



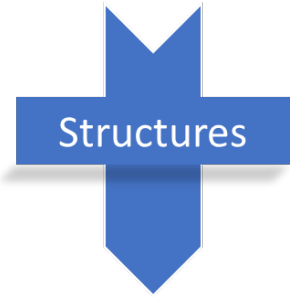
 **287%**

Reported Staff Assaults



 **23%**

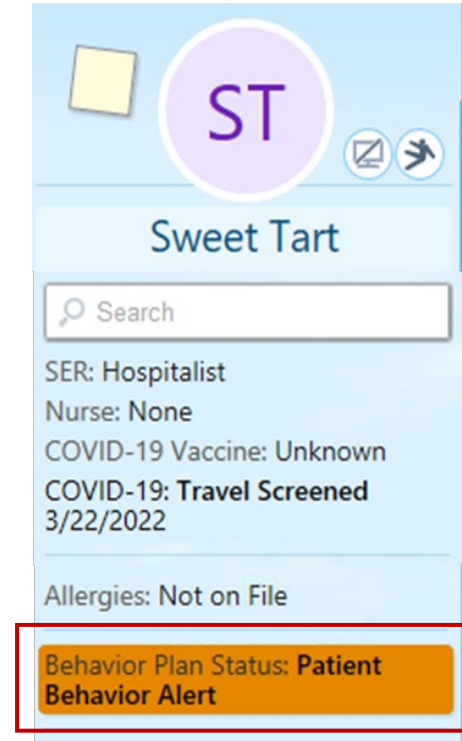
Comprehensive Workplace Violence Prevention Program



- Interprofessional Violence Prevention Committee
- Violence Prevention & Response Core Policy
- Workplace Safety Surveys & Assessments
- Behavior Alert, Panic Alarms, & Security Systems
- Behavior Expectation & No Weapons Signage



- Staff Education & De-escalation Training
- Behavior Emergency Rapid Response Team
- Electronic Medical Record Enhancements
- Behavior Management Plans / Algorithms
- Patient & Family Behavior Contracts



ST

Sweet Tart

Search

SER: Hospitalist
Nurse: None
COVID-19 Vaccine: Unknown
COVID-19: Travel Screened
3/22/2022

Allergies: Not on File

Behavior Plan Status: Patient Behavior Alert

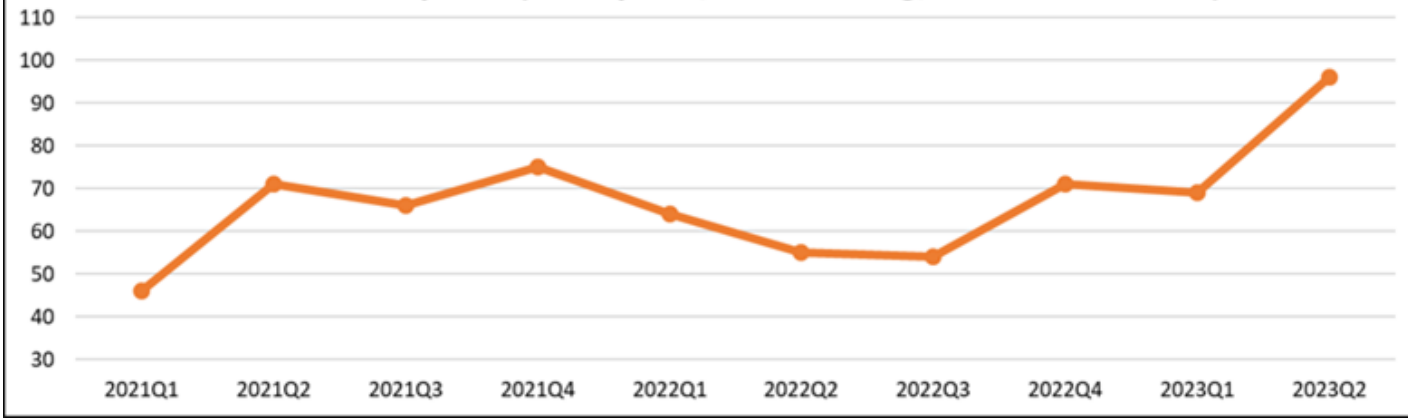
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Program Impact

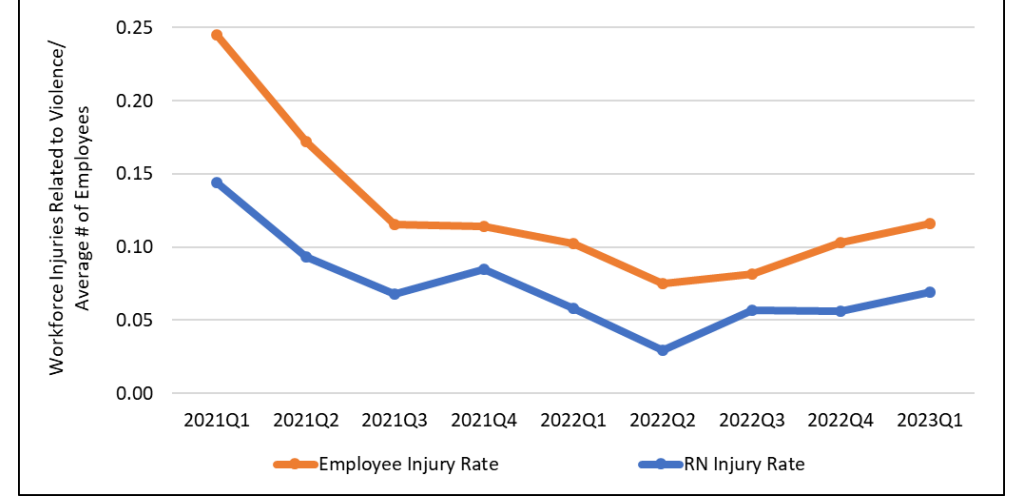
Evaluation

- Streamlined Incident Reporting Workflows
- Post-Event Debriefing & Employee Support
- Custom Manager & Security Drilldowns
- Patient / Visitor Violence Daily Reports
- Decreased Workforce Injuries r/t Violence

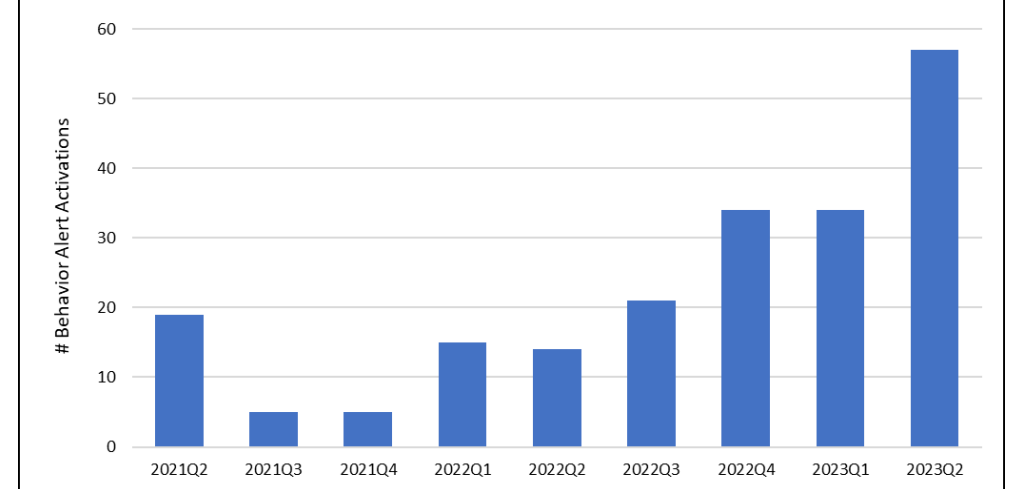
Incident Reports (Disruptive/Threatening/Violent Behavior)



Workforce Injury Rates Related to Violence



Behavior Alert Activations



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Lessons Learned

- An interprofessional and multifaceted approach is fundamental to a successful program
- Educate, Educate, and Re-educate! Workplace Violence Prevention requires continuous improvement, education, and support
- Incorporating *proactive* strategies (i.e. safety and security risk assessments, staff surveys, external safety analysis), in addition to performance data, helps sustain a well-rounded program
- Implement strategies to provide staff support (proactive rounding, safety huddles, hand-off / communication practices, referrals to employee assistance program)
- Be patient. Understand changes (i.e. EMR enhancements) take time and resources
- Engage your frontline team in the process. Staff will not use resources that they don't know about, weren't engaged in creating, or don't view as meaningful

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Key Takeaways

- Establish your organization's definition of workplace violence
- Create/maintain a detailed, written violence prevention plan
- Create a system governance structure with local responsibility for implementation, education, and feedback
- Make reporting workplace violent events as simple as possible
- Use data to support / drive initiatives
- Gather staff input at regular intervals
- Engage / involve key stakeholders

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Questions?

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