

2024 VIZIENT CONNECTIONS SUMMIT

vizient.

REFLECTION

REFLECT | ADAPT | EVOLVE



Safety First: Streamlining Reporting and Preventing Ambulatory Workplace Violence

Jennifer Rodgers, DNP, ACNP-BC, FAANP, Chief Nursing Officer, UCHealth

Cara Spencer, PhD, RN, FNP-BC, Research Nurse Scientist, UCHealth

Jennifer Luer, MSN, CPHQ, CPPS, HeartMath Certified Trainer, System Director Employee Safety, SSM Health

Tiffany Schmidt, Application Manager, RMIS, System Risk Services, SSM Health

REFLECTION

Disclosure of Financial Relationships



Vizient, Inc., Jointly Accredited for Interprofessional Continuing Education, defines companies to be ineligible as those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.

An individual is considered to have a relevant financial relationship if the educational content an individual can control is related to the business lines or products of the ineligible company.

No one in a position to control the content of this educational activity has relevant financial relationships with ineligible companies.

REFLECTION

Learning Objectives

- Discuss how to streamline workplace violence event reporting.
- Describe specific tools and management ideas that can be implemented in ambulatory settings to address workplace violence.



Safety First: Streamlining Reporting and Preventing Ambulatory Workplace Violence

Jennifer Rodgers, DNP, ACNP-BC, FAANP, Chief Nursing Officer, UCHealth

Cara Spencer, PhD, RN, FNP-BC, Research Nurse Scientist, UCHealth

Jennifer Luer, MSN, CPHQ, CPPS, HeartMath Certified Trainer, System Director Employee Safety, SSM Health

Tiffany Schmidt, Application Manager, RMIS, System Risk Services, SSM Health

REFLECTION



A Comprehensive Ambulatory Care Workplace Violence Program: Success Story

Jennifer Rodgers, DNP, ACNP-BC, FAANP

Chief Nursing Officer, Assistant Professor Pulmonology/Critical Care Medicine

UCHealth

Cara Spencer, PhD, APRN, FNP-BC

Research Nurse Scientist

UCHealth

REFLECTION

UCHealth: University of Colorado Hospital (UCH)

University of Colorado is the largest academic health center in the Rocky Mountain region

vizient.

University of Colorado Hospital

- 1,931,055 outpatient visits
- 179,926 ED visits
- 52,072 inpatient and observation admissions
- 31,404 surgeries
- 3,714 babies delivered
- 775 available beds



REFLECTION

About UCHealth

14
Hospitals

4 Northern Colorado
4 Metro Denver
6 Southern Colorado

+2K
Available
beds

579 Northern Colorado
989 Metro Denver
852 Southern Colorado



Poudre Valley Hospital
Fort Collins



Medical Center of the Rockies
Loveland



Greeley Hospital
Greeley



Longs Peak Hospital
Longmont



Broomfield Hospital
Metro Denver



University of Colorado Hospital
Metro Denver



Highlands Ranch Hospital
Metro Denver



Memorial Hospital North
Colorado Springs



Grandview Hospital
Colorado Springs



Memorial Hospital
Colorado Springs



Pikes Peak Regional Hospital
Woodland Park



Yampa Valley Medical Center
Steamboat Springs



Parkview Medical Center
Pueblo



Parkview Pueblo West Hospital
Pueblo

More than

33K employees

119K surgeries

2.7M unique patients

8.6M outpatient, urgent care and
emergency room visits

16K babies
delivered

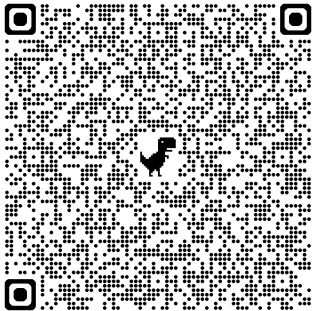
7K affiliated or
employed providers

973 new patients per day

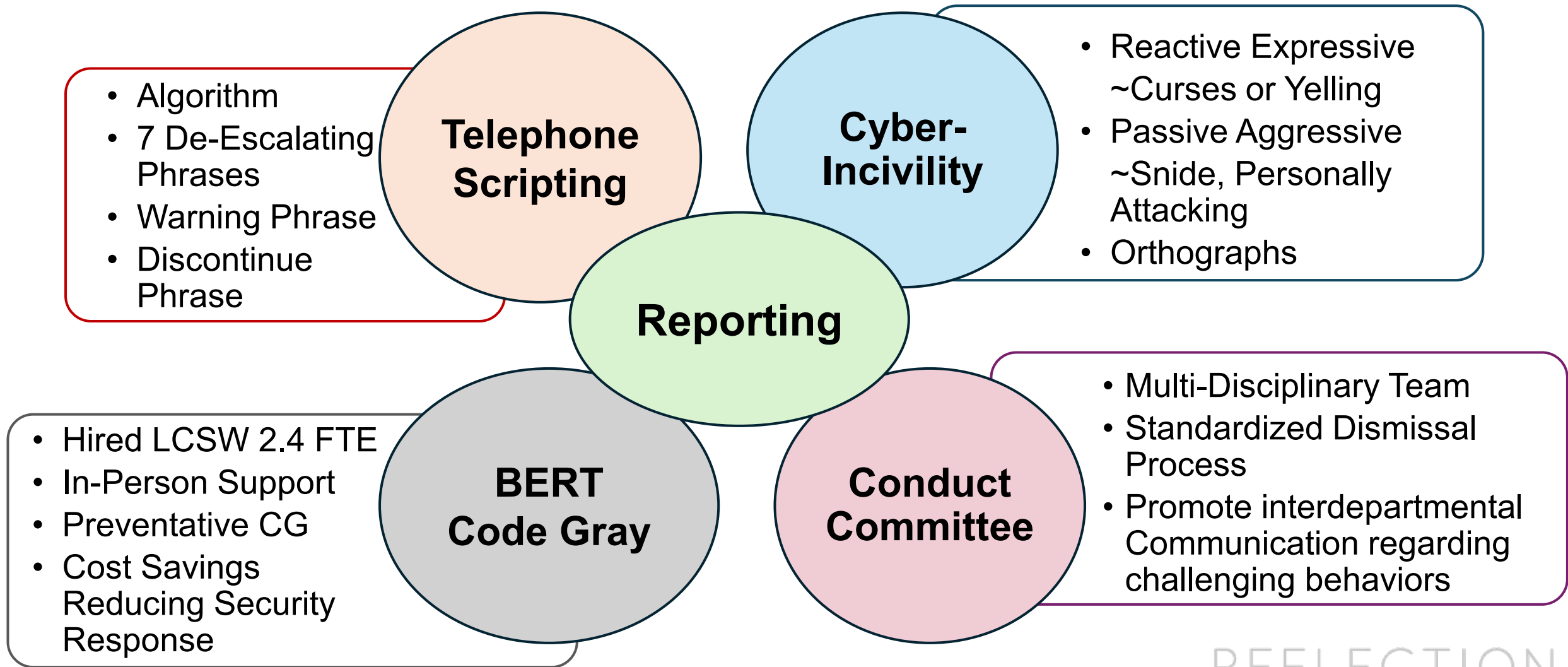
174K inpatient admissions and
observation visits

Workplace Violence: Ambulatory Care Differences

- Majority of healthcare occurs in ambulatory care (AC): 96%¹
- AC has different resources and environment to provide care: open doors ²
- Workplace violence (WPV) looks different in AC than inpatient
 - 1/3 of mental health care occurs within primary care ²
 - More verbal events from patients and visitors who are lucid and aware of actions ³
 - Lucidity increases negative impact on staff; more fearful ⁴
 - Expedited discharges to reduce inpatient WPV impacts AC



Ambulatory Workplace Violence Program

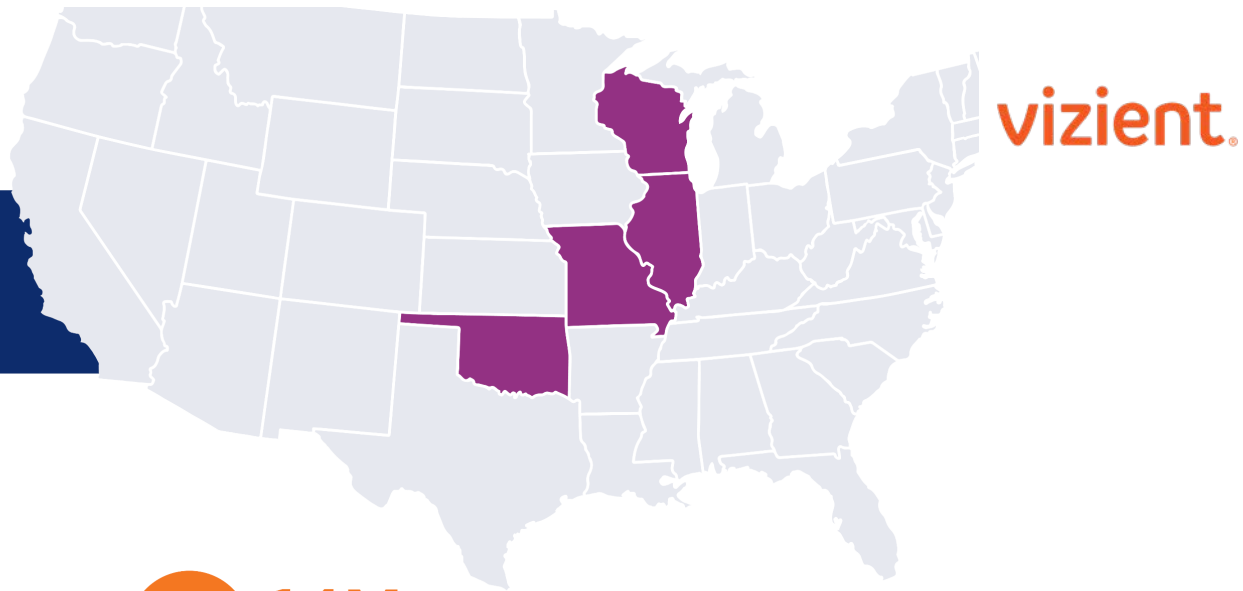


Workplace Violence Event Reporting: Why does it have to be so hard?

Jennifer Luer, MSN, CPHQ, CPPS, HeartMath Certified Trainer
System Director Employee Safety; SSM Health

Tiffany Schmidt, Application Manager - RMIS; SSM Health

System Overview



\$10.5B not-for-profit
Catholic health system¹


 **\$470M**
in community benefit²

 **23** hospitals

 **40,000**
team members

 **12** post-acute
facilities

 **14M+** members across
50 states - Navitus PBM

 **13,900+**
physicians/providers

 **18** managed hospitals/
affiliate relationships

 **485,000+**
covered lives - Dean Health Plan

 **650+** physician
office/outpatient sites

 **58** counties served by
SSM Health at Home

 **229,574**
virtual visits in 2023

¹2023 Revenue ²2023 Total



Obstacles to Reporting

- Expectation of multiple event reports
 - Example: Patient violence towards an employee
 - 2 separate event reports
 - 66 questions and 101 clicks
 - Up to five separate reports depending on the event
- Verbal events requiring as much detail as physical injury
- Partial/incomplete duplication of events



Single, Smart Workplace Violence Icon



- **Simplified questions:** Stick to what we know
- **Smart pathways:** Fewer decisions, better data
- **Speedy defaults:** Click to change, not to complete
- **Faster lookups:** Just start typing
- **Event reporting link added in EMR**

Faster Lookups: Just Start Typing!

Old Lookups: Six Clicks

Reporter Lookup (Click magnifying glass)

Contact

Last Name: *Z* | schmidt First Name: *Z* | tiffany

Employee ID: *Z* |

↑

Actions	Last Name	First Name	Title
Select	Schmidt	Tiffany	Application Developer
Select	Schmidt	Tiffany	RN-Stepdown/Critical C

New Lookups: Two Clicks

Report Anonymously? No, I will provide my name

* What is your name (as the person who is reporting this event)?

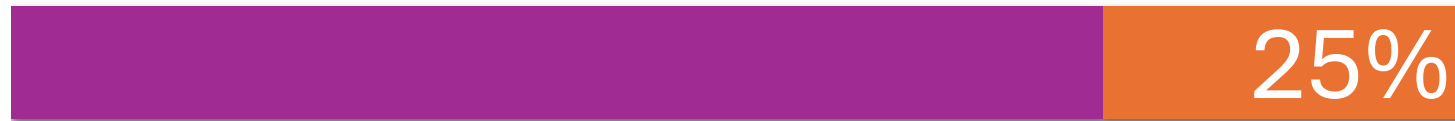
Tiffany Schmi

"Tiffany Schmi" in Employees

- Tiffany Schmidt**
Application Developer Lead
- Tiffany Schmidt**
RN-Stepdown/Critical Care

Streamlined Verbal Events

25% Reduction in Questions Asked



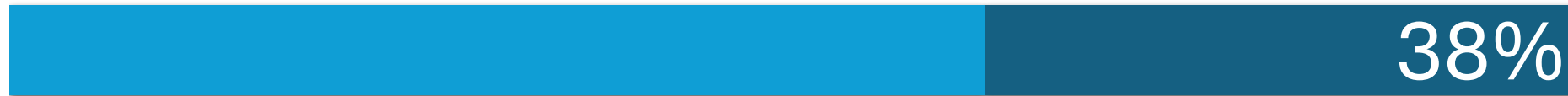
26% Reduction in Clicks



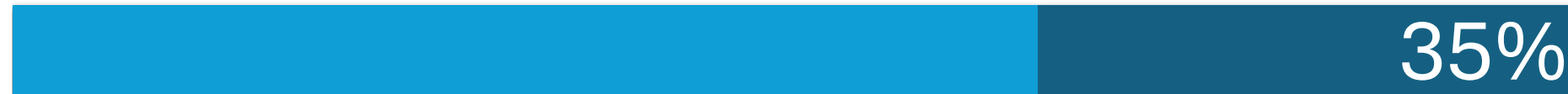
** Data represents a patient event with verbal aggression against an employee and no physical injury*

Outcomes: Same Information, Fewer Clicks

38% Reduction in Questions Asked



35% Reduction in Clicks



** Data represents an event with patient violence towards an employee with an injury with a single witness.*

SSM Health is committed to providing a healing and safe environment for all patients, visitors, and employees. Violent, aggressive, or threatening actions and behaviors are prohibited at SSM Health.



Examples of this behavior include:

- Physical assault
- Verbal harassment
- Abusive language
- Threats

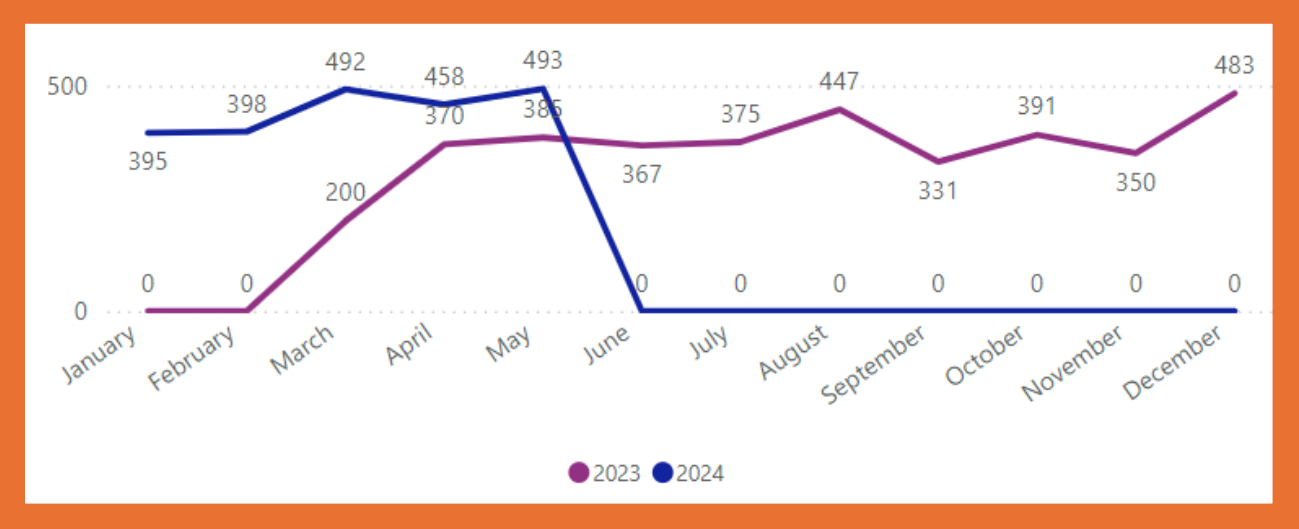
Workplace violence includes behavior:

- By a visitor, patient, or staff member
- Directed toward a visitor, patient, or staff member
- Alleged or reported abuse

*** Does this event include workplace violence of any kind?**

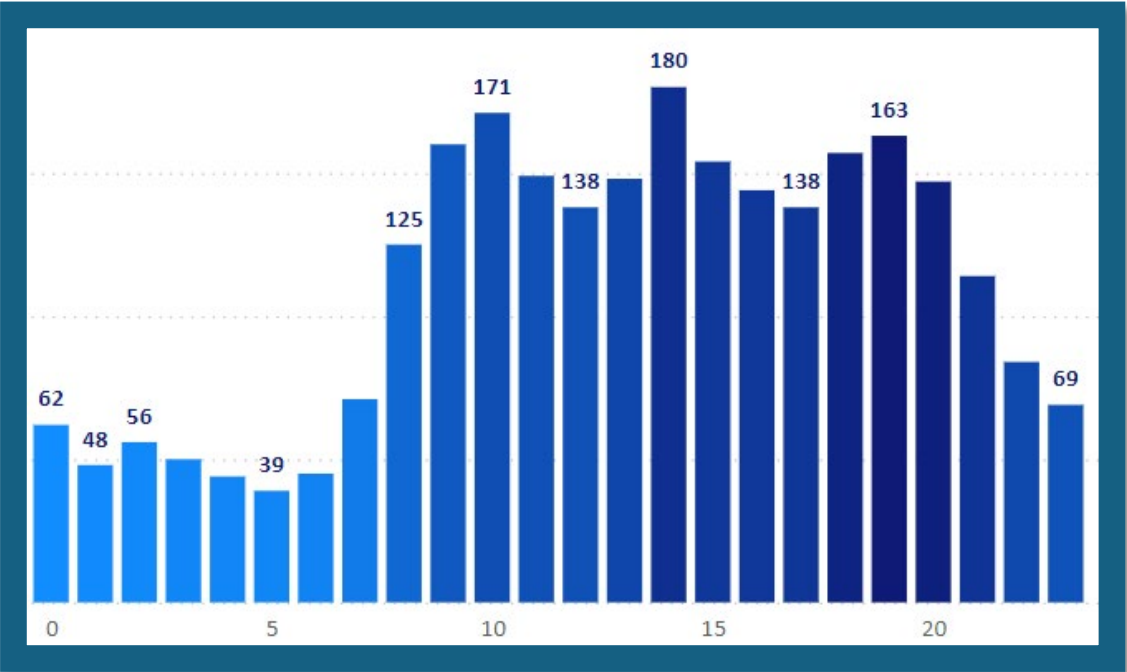
- Yes, event includes aggression or assault of any kind - including verbal, sexual, or physical
- No aggression or assault of any kind, including verbal

Data Helps Drive the Safety Work



Workplace Violence Events

2024 Workplace Violence Events by Hour of the Day



Now it's easier to report workplace violence events

Audience questions

Lessons Learned and Key Takeaways



- Nurses and staff are reluctant to set boundaries
- Nurse and staff recognize a reportable event in others more than themselves
- Patients/callers hang-up more often than nurses or staff disconnect
- Negative impact of verbal events went up the first month and then declined to below pre-survey rates and continue to decline at 90 day
- Preventative Code Grays was an unanticipated finding and became more frequent than actual Code Gray behavioral events

REFLECTION

Lessons Learned



- Perfection is an arch enemy of progress
- Engage the relevant partners
- Reflect and be ready to refine
- Allow the system to work for the people

REFLECTION

- Do you know how many clicks you are asking for when putting in an event?
- Is your system truly helping streamline the processes?
- Can you see ALL your workplace violence events?
- Don't collect data for the sake of data. Use it wisely.

Questions?



Contact:

Jennifer Rodgers, jennifer.rodgers@uchealth.org

Cara Spencer, cara.spencer@uchealth.org

Jennifer Luer, jennifer.luer@ssmhealth.com

Tiffany Schmidt, tiffany.schmidt1@ssmhealth.com

REFLECTION

Verify your attendance for Continuing Education credit!



SMS Text Message

Text Activity Code

DEPGUH

To

(469) 599-2398

OR

QR Code

Scan QR code to enter the
Activity Code: **DEPGUH**



<https://qrcodes.pro/code>