Aria
Jefferson Health

Operation Safe Workplace: A multidisciplinary approach to hospital violence

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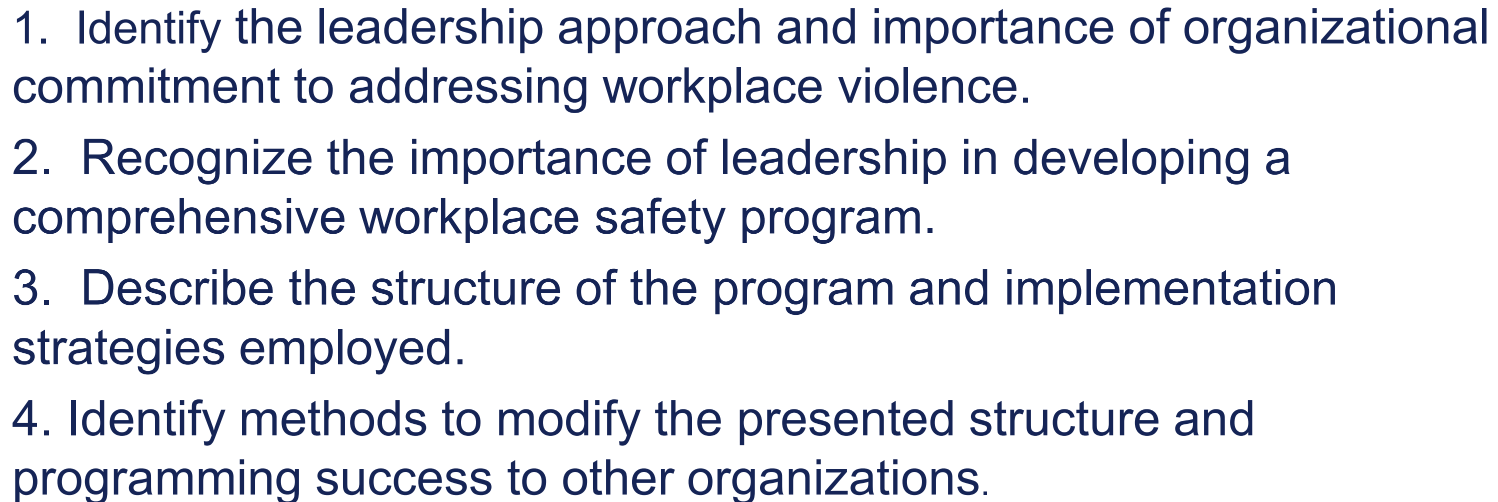
Operation Safe Workplace

Objectives

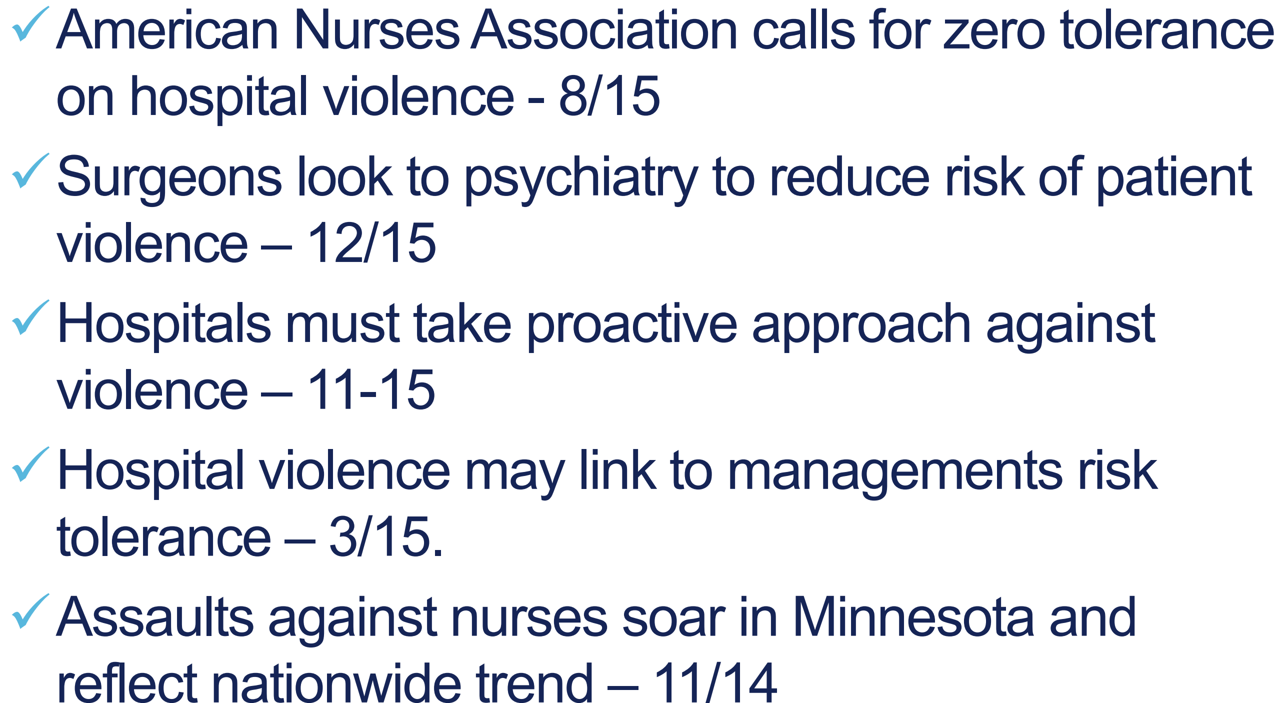


Aria –Jefferson Health

Philadelphia, Pennsylvania

- ✓ 3 hospital Health System in Bucks and Philadelphia Counties
- ✓ 480 licensed beds
- ✓ Physician services company, Orthopedic services company
- ✓ School of Nursing
- ✓ Residency Program
- ✓ 122,124 Emergency Room visits annually

Recent Headlines



- ✓ American Nurses Association calls for zero tolerance on hospital violence - 8/15
- ✓ Surgeons look to psychiatry to reduce risk of patient violence – 12/15
- ✓ Hospitals must take proactive approach against violence – 11-15
- ✓ Hospital violence may link to managements risk tolerance – 3/15.
- ✓ Assaults against nurses soar in Minnesota and reflect nationwide trend – 11/14

Background

Occupational Health Safety Network

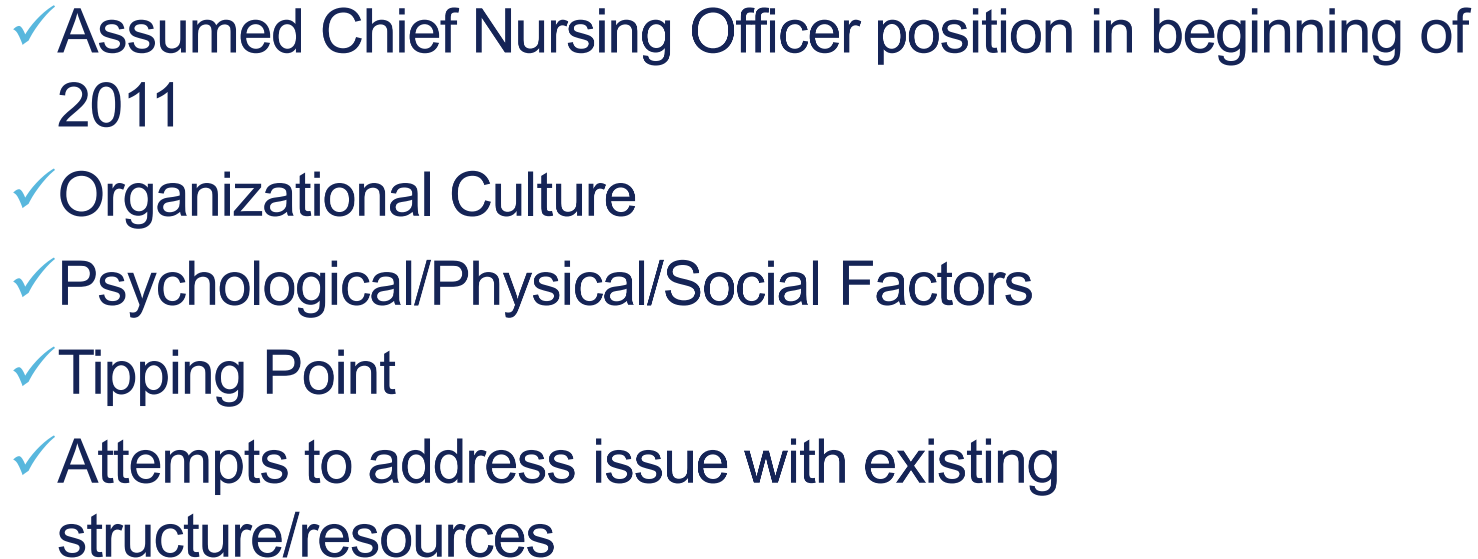
- ✓ From 2012 -2014 workplace violence injury rates increased for all health care job classifications.
- ✓ Doubled for nurses and nursing assistants.
- ✓ Health care accounts for over 20% of all work place injuries related to violence.

- *Morbidity & Mortality Weekly Report. 2015; 64: 405 – 410.*

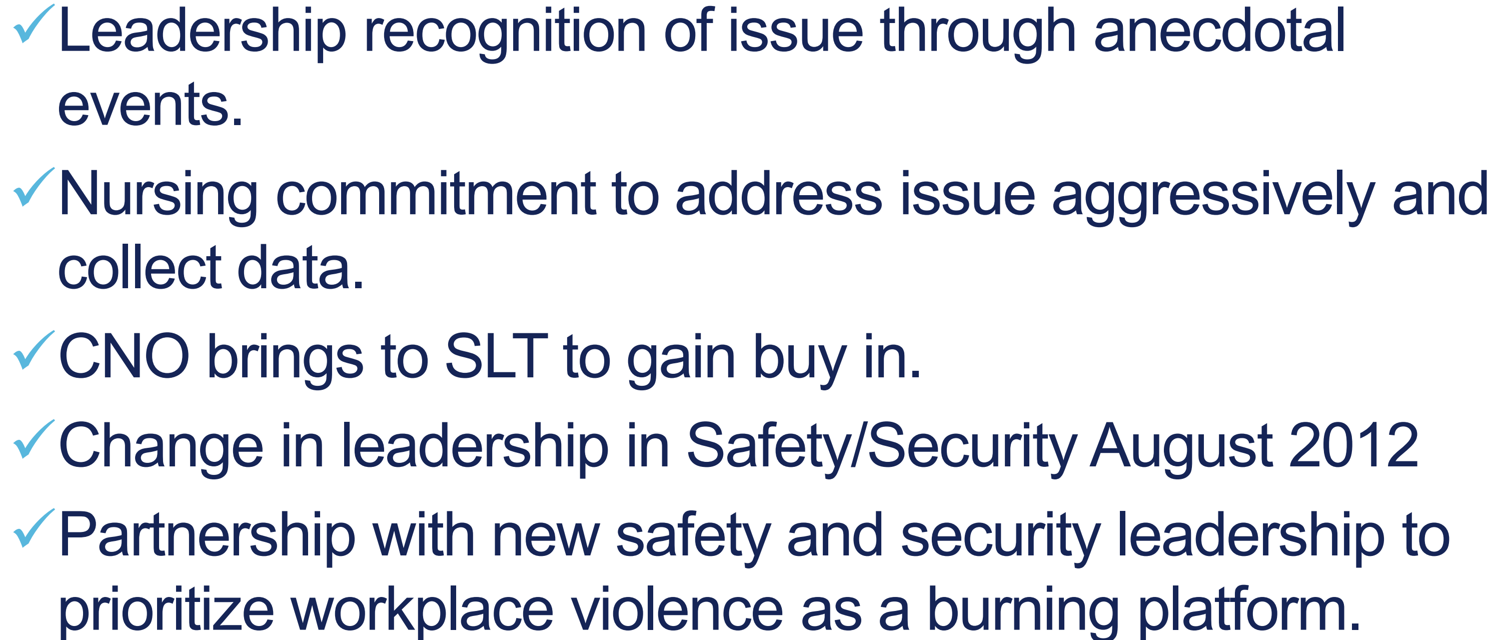
Background

- ✓AONE Guiding Principles: Mitigating Violence in the Workplace
- ✓Emergency Nurses, Critical Care Nurses Associations with Position statements on violence in the workplace and healthy work environments
- ✓TJC – Focus on Workplace Violence Mitigation (October 2016)

Pre-State

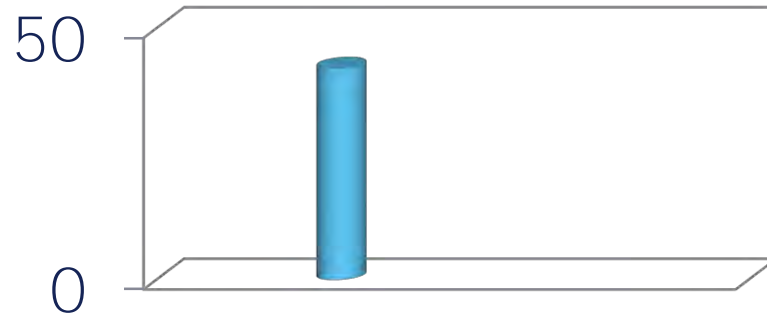


Assessment

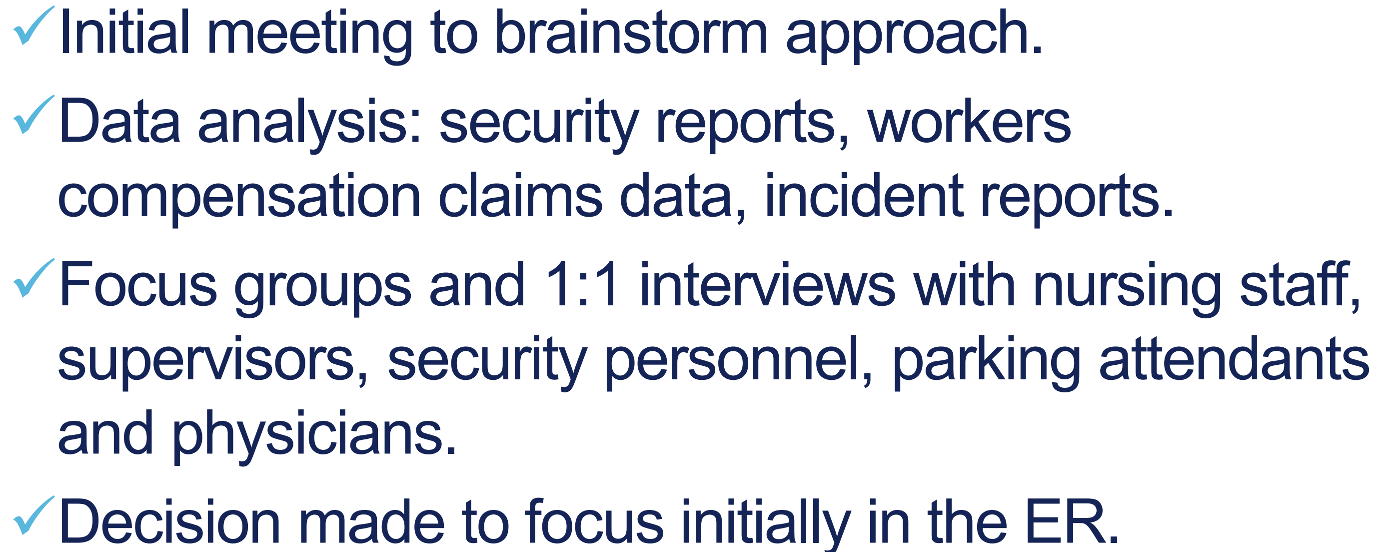


Where We Started

- FY 12 – 42 injuries related to workplace violence



Interventions



Initial Findings

FISHBONE DIAGRAM RELATED TO WORKPLACE VIOLENCE

Technology & Equipment

Card Swipes
Flagging Patients
Panic Devices
Metal Detection
Security Cameras
Communication With L.E.

Environmental

Unreported Incidents
Mentally Unstable Patients
Patient Volume
Space Restrictions
Patient Placement
Forensic Patients
Emergency Notification

Event

Work-Place Violence

People

Lack or No Security
Staff Burn Out
Lack MD Support
Disrespected
No Staff Support
Lack of Team Work
Training
Risk Mgt.

Communication

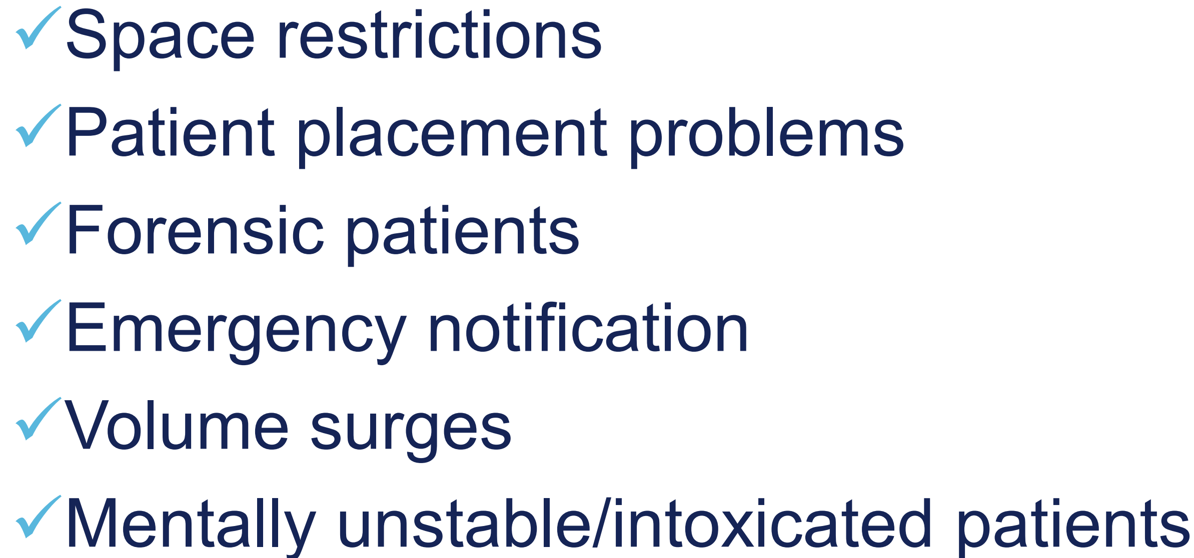
Siloed
Removing Disruptive Patients
Unaware of P&P
Security Hands off Approach
Calling Police

Policy Procedures

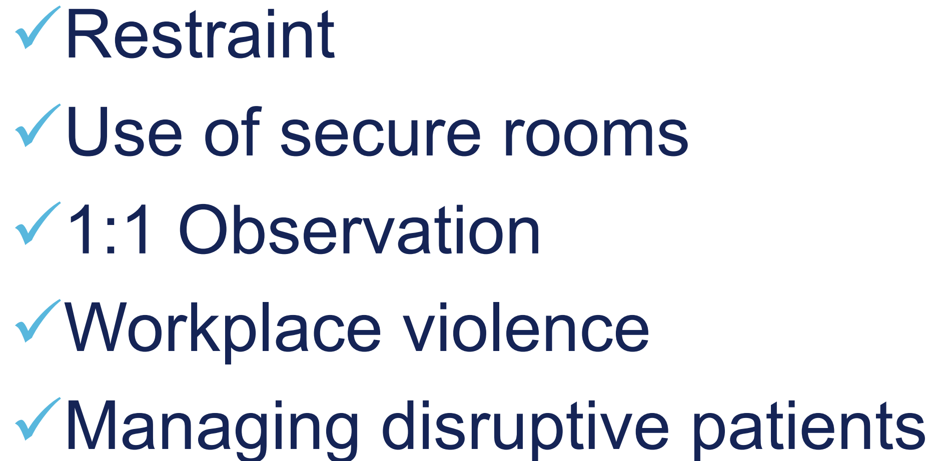
1:1's
Use of Restraints
Use of Secure Rooms
Securing Admitted Patients
Removing Disruptive Patients
Workplace Violence

Findings

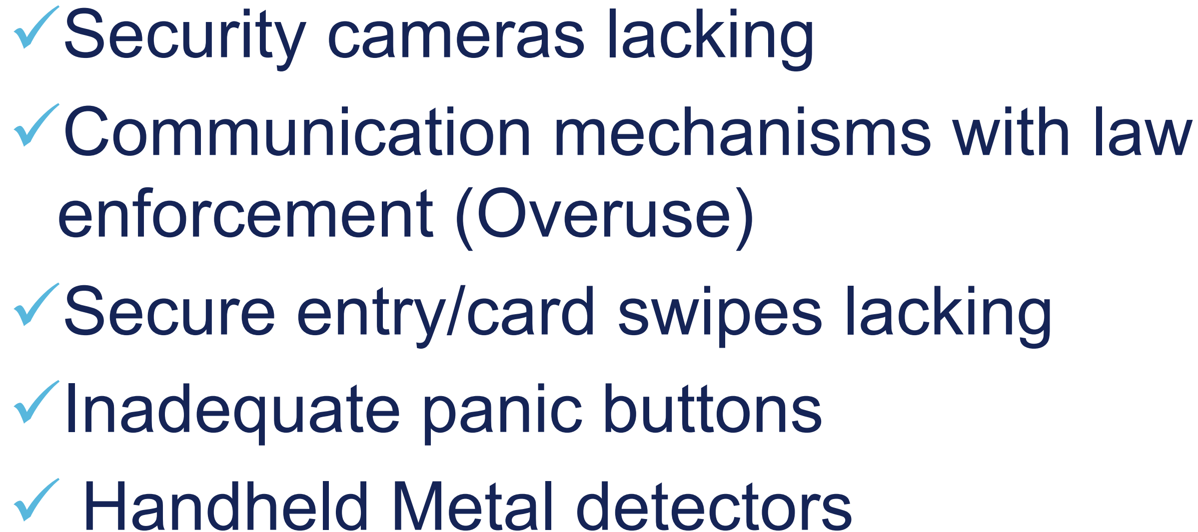
Environment



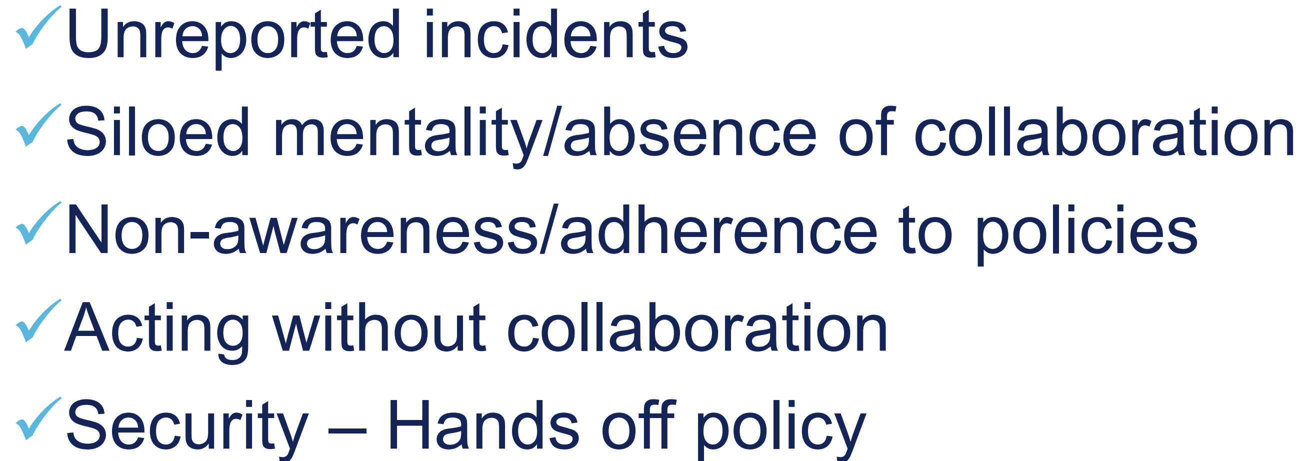
Findings



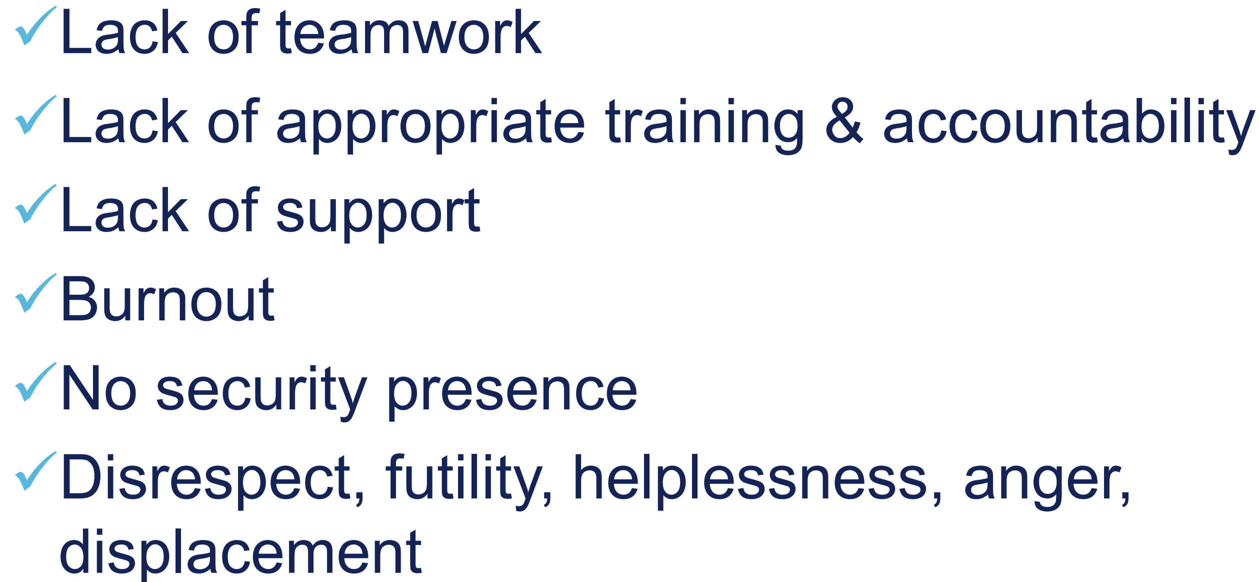
Findings



Findings

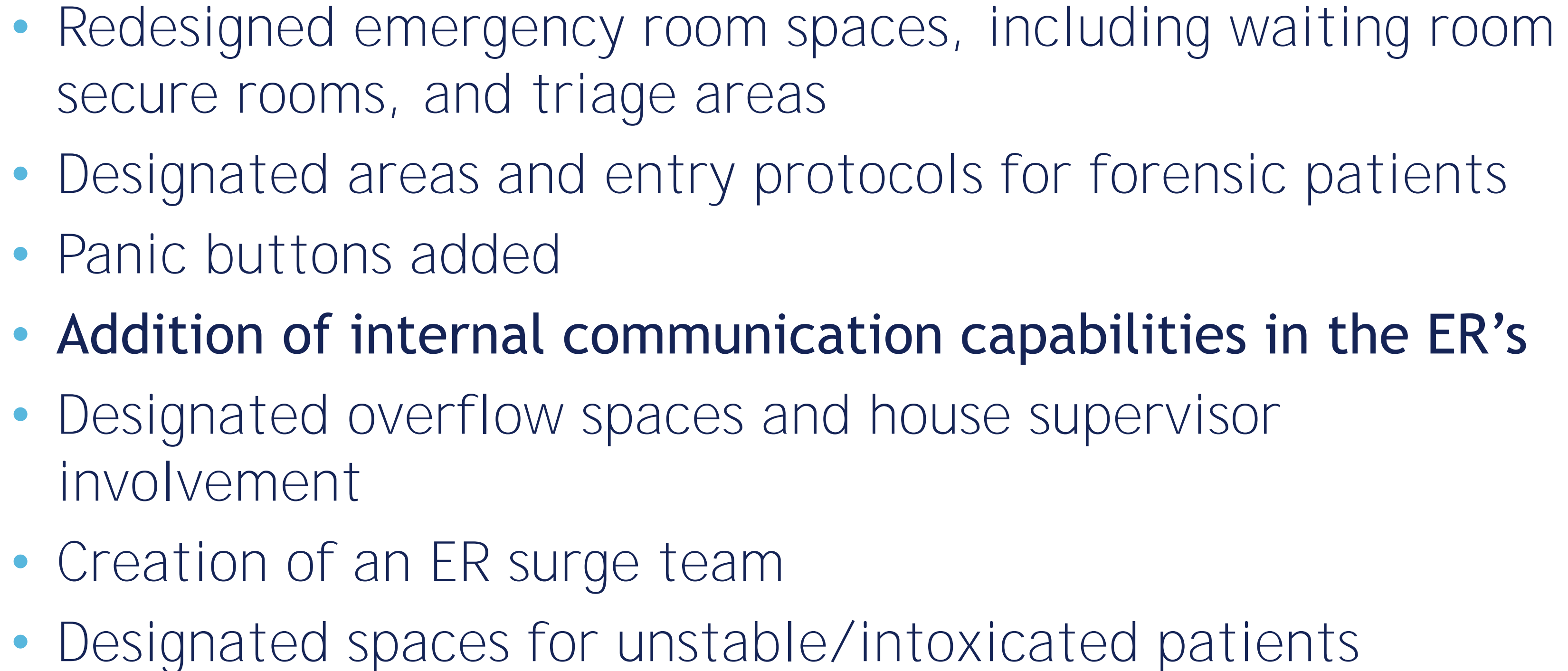


Findings



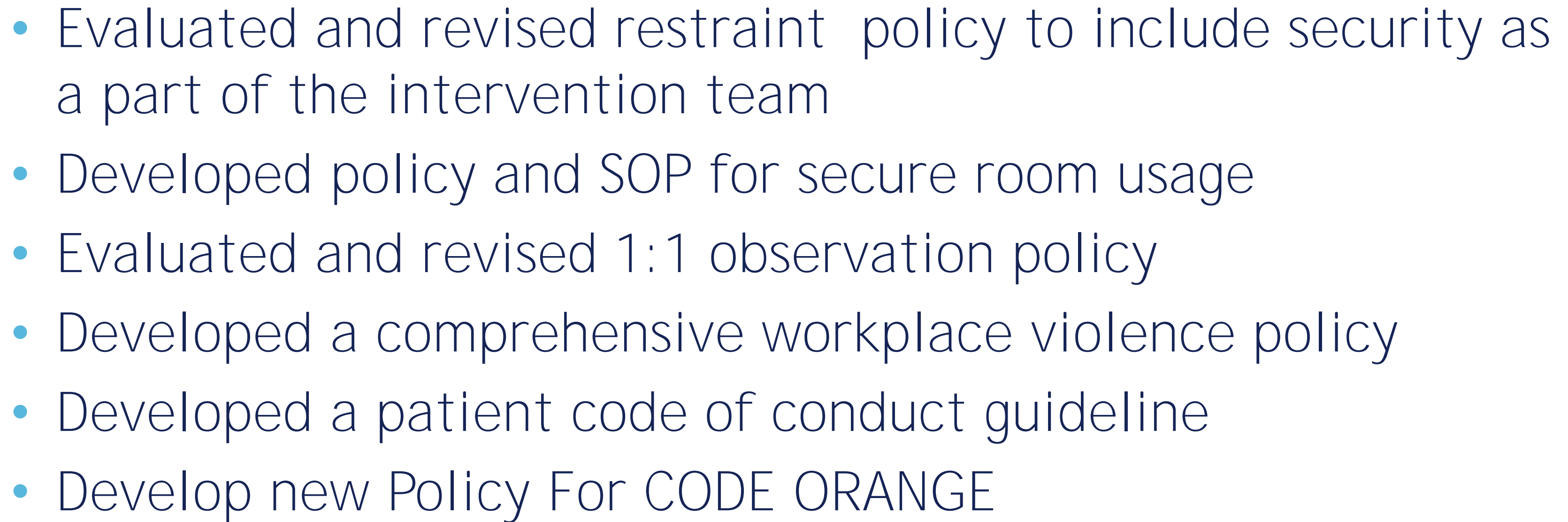
Interventions/Actions

Environment



- Redesigned emergency room spaces, including waiting room secure rooms, and triage areas
- Designated areas and entry protocols for forensic patients
- Panic buttons added
- **Addition of internal communication capabilities in the ER’s**
- Designated overflow spaces and house supervisor involvement
- Creation of an ER surge team
- Designated spaces for unstable/intoxicated patients

Policy & Procedure

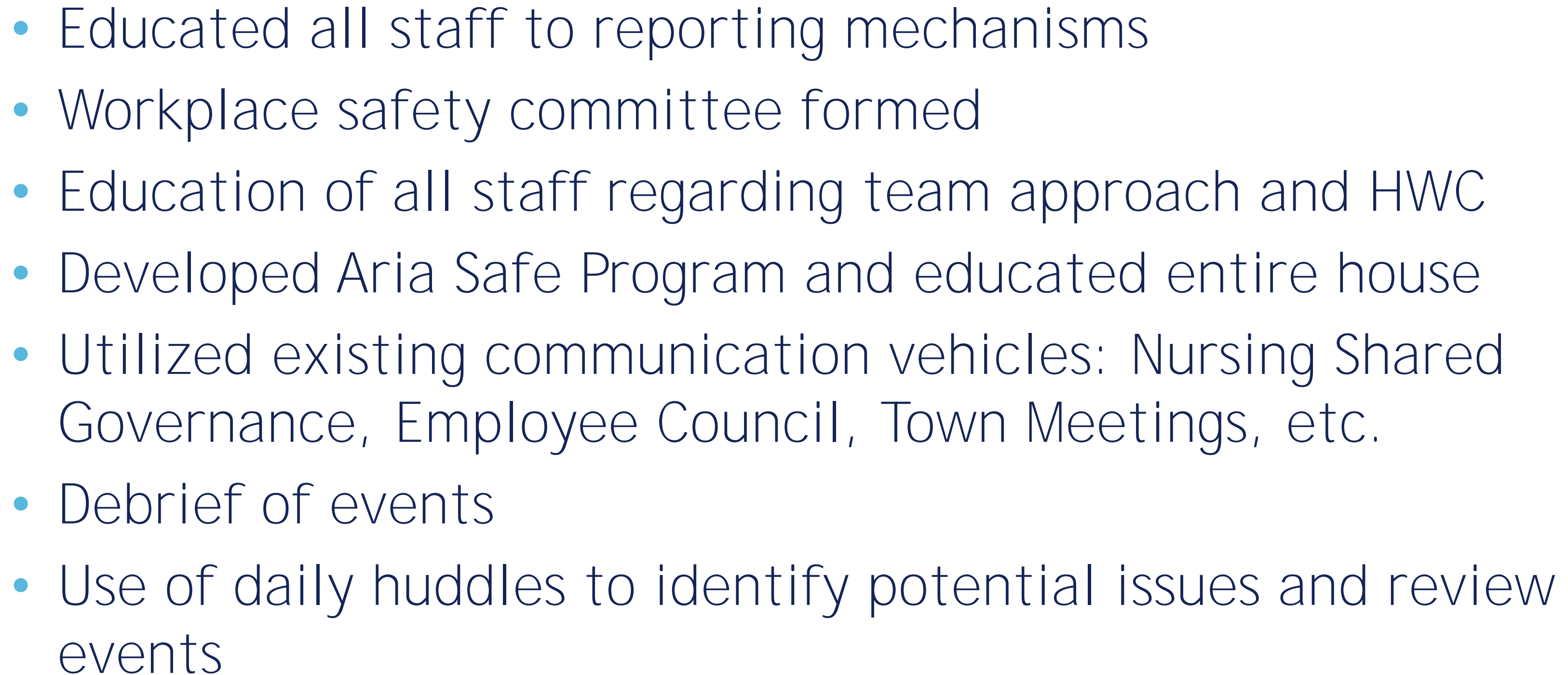


- Evaluated and revised restraint policy to include security as a part of the intervention team
- Developed policy and SOP for secure room usage
- Evaluated and revised 1:1 observation policy
- Developed a comprehensive workplace violence policy
- Developed a patient code of conduct guideline
- Develop new Policy For CODE ORANGE

Technology & Equipment

- **Redesign ER's using** CEPTED to Include Clearer Lines of View, Card Readers, Cameras and Panic Buttons
- Added Metal Detectors to ED Entrance
- Engaged Local Law Enforcement Discuss Plan to Reduce Overuse of Police Calls
- Changed Leather Restraints to A More Patient Centric Restraint

Communication



People

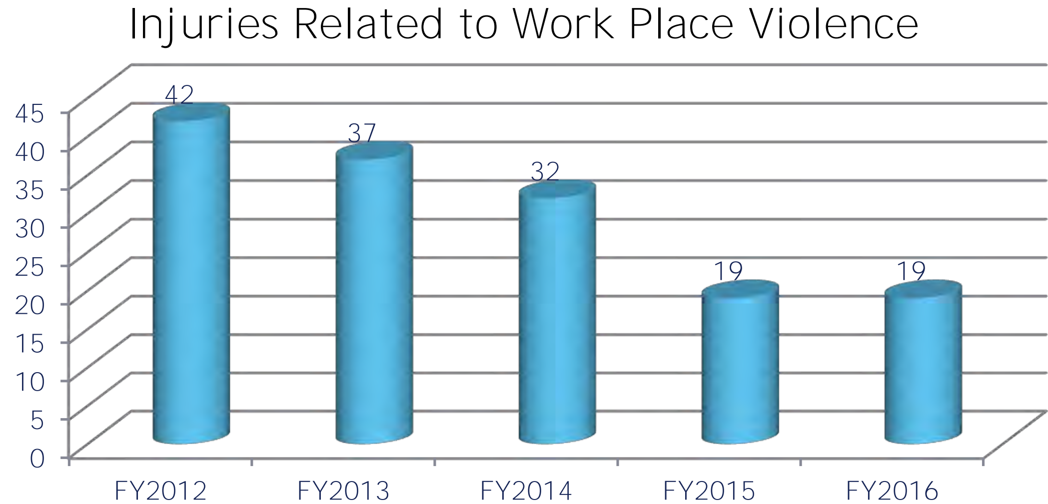
- New de-escalation training protocol - *Handle with Care (HWC).* Nursing and Security primary team
- Added security to de-escalation team
- Enhanced Training - Based on a team model and included adding formal de-escalation training to all new hires, specialized training for residents, Home Care staff, Patient Access and Volunteers.
- Work Place Safety Committee with senior leadership support
- CNO & Director of S&S articulated clear behavioral expectations

Injuries Related to Workplace Violence

FY 2012 - 2016

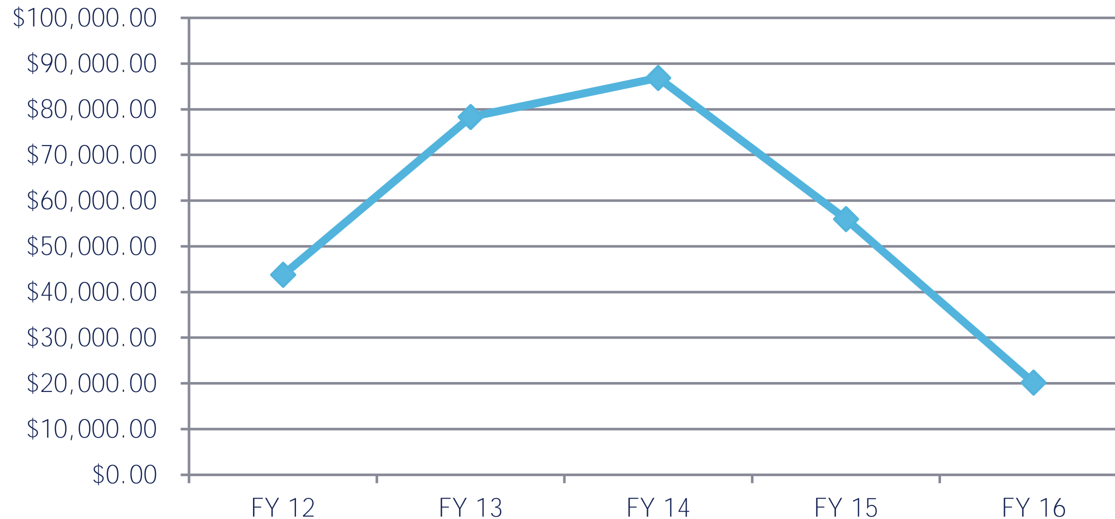
Total Injuries Related to Work Place Violence

- **FY 2012: 42**
- **FY 2013: 37**
- **FY 2014: 33**
- **FY 2015: 19**
- **FY 2016: 19**

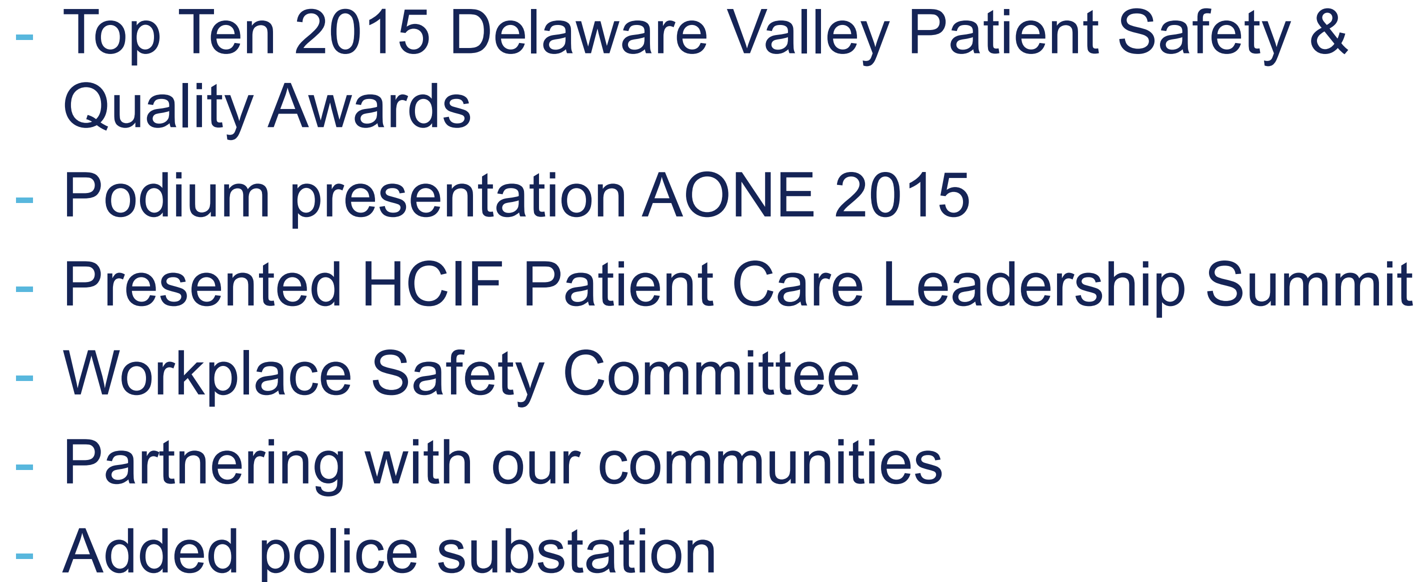


Workman’s Compensation

Total Paid
FY 12 $43,738.00
FY 13 $78,301.00
FY 14 $86,844.00
FY 15 $55,967.00
FY 16 $20,126.00



Where Are We Now



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