



MHA

Keystone Center

A Certified Patient Safety Organization

Leading Healthcare

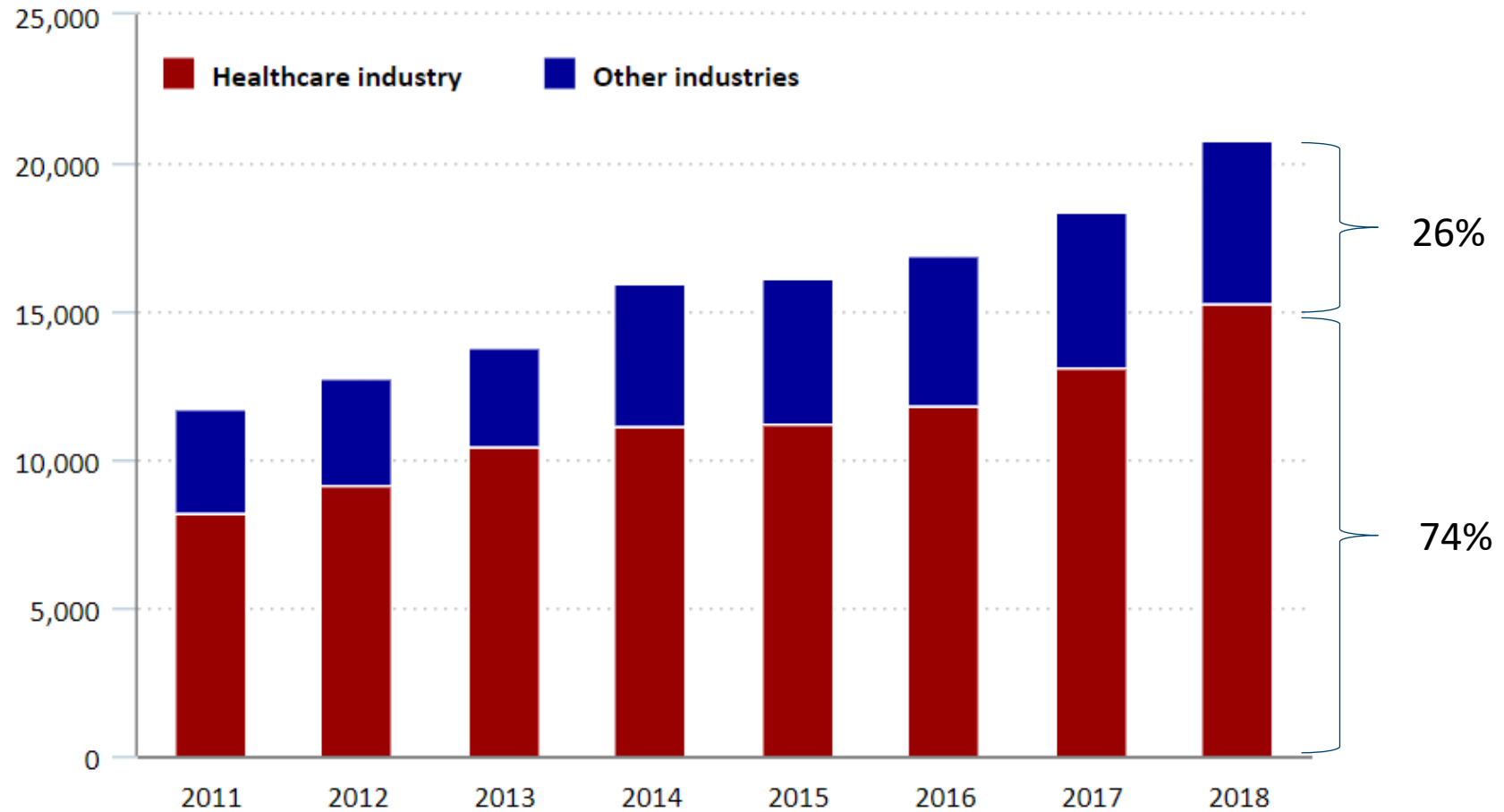
Workforce Violence in Healthcare: Part 2

Adam Novak
Director, Safety & Quality
MHA Keystone Center

12/12/23

Workplace Violence Data

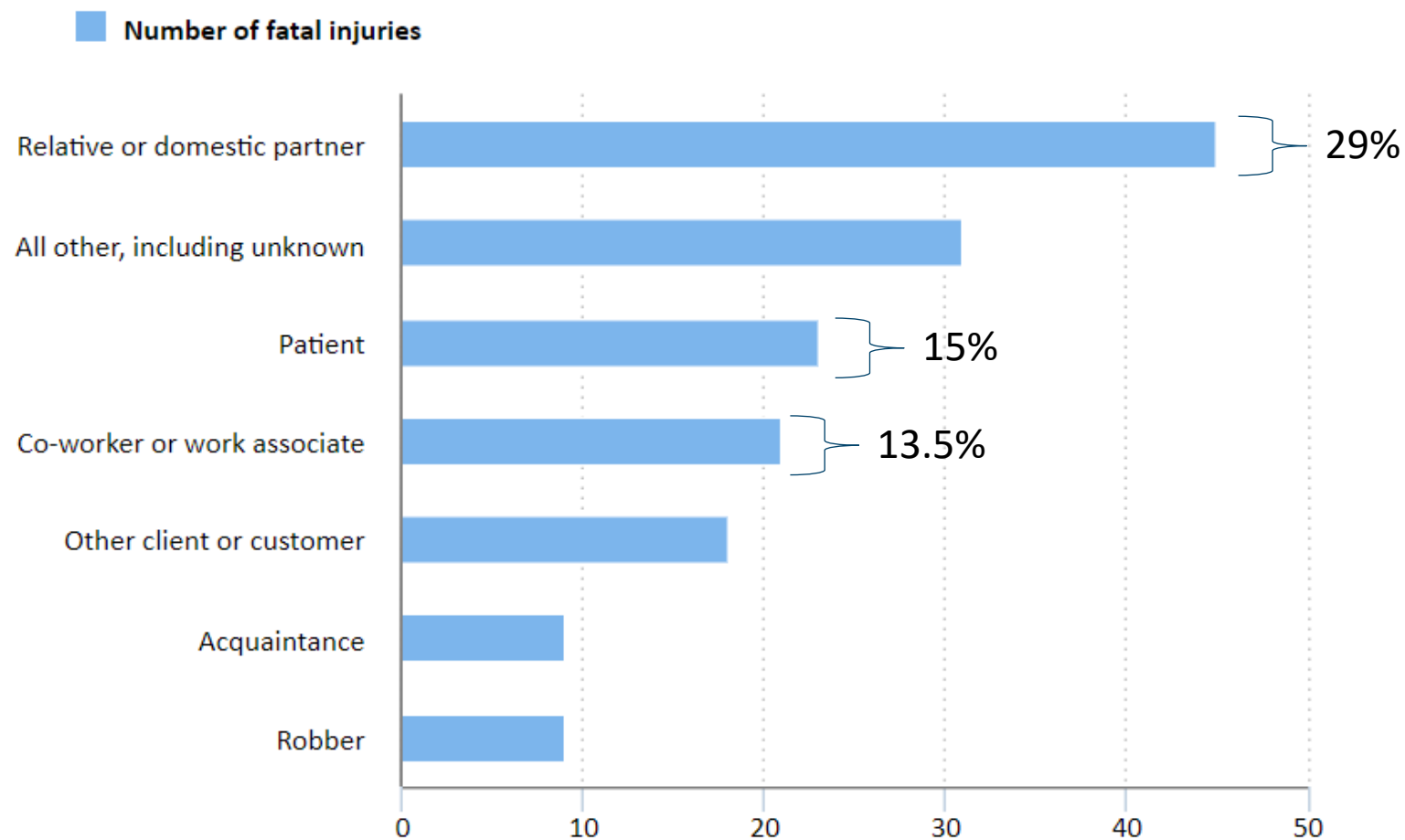
Chart 2. Number of nonfatal workplace violence injuries and illnesses with days away from work, 2011-18



[U.S. Bureau of Labor Statistics](https://www.bls.gov)

Workplace Violence Data

Chart 3. Workplace homicides to healthcare workers, by assailant, 2011-18



[U.S. Bureau of Labor Statistics](#)

Workplace Violence Data

- 2022 Press Ganey study found that **two nurses are assaulted every hour** in healthcare.
- 2022 National Nurses United study found **119% increase in workplace violence** against nurses since March 2021.
- Average cost to replace a nurse = **\$35,000-\$45,000.**

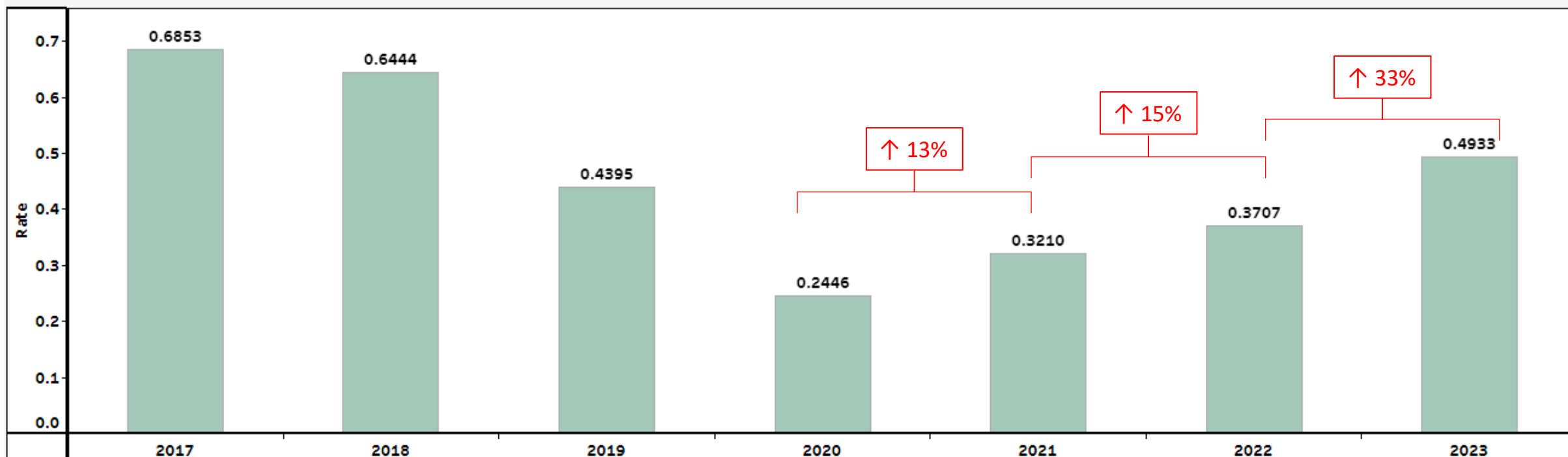
[Press Ganey](#), [National Nurses United](#)

MHA Recordable Incident Rate: Violence

Workplace Safety Collaborative Overview by Measure

Workplace Violence (WPV)

Rate = # of Incidents * 200,000/# of Employee Hours



Confidential data may NOT be used for commercial or marketing purposes. This content and the underlying data may NOT be reproduced or used without the express permission of the MHA.

The Cost of Staff Harm

2019 MHA Hospital Staff Incident Rate and Cost

Harm Type	RIR	RIR Cost
Patient Handling & Mobility	0.93	\$11,128
Slips, Trips & Falls	0.88	\$9,485
Musculoskeletal Disorders	0.69	\$6,900
Sharps	3.09	\$2,306
Violence	0.44	\$1,395

MHA members are spending an average of **\$1,395 per 100 full time staff** because of violent incidents.

HB 4520 and 4521

- **Signed by the Governor!**
- Increases the penalties for assaulting a healthcare worker in a hospital or behavioral health hospital.
- Passed with broad bipartisan support.
- Signage, education requirements.
 - MHA to assist members.
- Will take effect March 5, 2024.
- **Does not apply to patients.**



HB 4520 and 4521

- **HB 4520: Assault and battery.**
 - Misdemeanor.
 - Up to 93 days in jail or \$1,000 fine.
- **HB 4521: Assault with dangerous weapon** (without intent to murder).
 - Felony.
 - Up to 4 years in prison or \$4,000 fine.



MHA Keystone Center Efforts

- Free workplace violence prevention posters.
- Request copies using the [MHA online order form](#).



MHA Keystone Center Efforts

- **Staff Wellbeing & Resiliency**
 - Partnering with Bryan Sexton, PhD and Duke University to deliver training.
 - 12 monthly webinars covering relevant topics.
 - Free CEs for each webinar.
 - Free validated tools.

WELL B
Bite-sized Evidence-based Well-being Webinar Series

RECHARGING FROM PANDEMIC EXHAUSTION

Emotional exhaustion has never been higher in healthcare. The MHA Keystone Center and Duke Center for Healthcare Safety and Quality are continuing their partnership to offer additional bite-sized well-being courses for all Michigan healthcare workers.

12 SESSIONS/1 HOUR
Includes up to 12 hours of CME/ANCC credit

*Recordings available to view/share after each live webinar.

To enroll for the second iteration of the WellB series, visit: bit.ly/welldukesessions or scan the QR code:

AGENDA & TOPICS

<p style="font-size: 0.7em; margin: 0;">NOV 17, 2022 - 12P.M. ET Best Reset Button Available: The Science of Sleep with Tips and Tricks <i>Presented by Dr. J. Bryan Sexton</i></p> <p style="font-size: 0.7em; margin: 0;">DEC 15, 2022 - 12 P.M. ET Enhancing Well-being: Survival of the Kindest <i>Presented by Dr. J. Bryan Sexton</i></p> <p style="font-size: 0.7em; margin: 0;">JAN 19, 2023 - 12 P.M. ET Prevalence & Severity of Burnout: Looking Forward <i>Presented by Dr. J. Bryan Sexton</i></p> <p style="font-size: 0.7em; margin: 0;">FEB 16, 2023 - 12 P.M. ET Grief, Growth or Both?: A Primer on Recovery after Emotional Upheaval <i>Presented by Dr. Carrie Adair</i></p> <p style="font-size: 0.7em; margin: 0;">MARCH 16, 2023 - 12 P.M. ET Relationship Resilience: The Science and Practice of how Other People Matter <i>Presented by Dr. Carrie Adair</i></p> <p style="font-size: 0.7em; margin: 0;">APRIL 13, 2023 - 12 P.M. ET Bite-Sized Well-Being: Three Good Things <i>Presented by Dr. J. Bryan Sexton</i></p>	<p style="font-size: 0.7em; margin: 0;">MAY 18, 2023 - 12 P.M. ET Signature Strengths at Work <i>Presented by Dr. J. Bryan Sexton</i></p> <p style="font-size: 0.7em; margin: 0;">JUNE 15, 2023 - 12 P.M. ET Bite-Sized Mindfulness: Being Present in an Age of Distraction <i>Presented by Dr. Carrie Adair</i></p> <p style="font-size: 0.7em; margin: 0;">JULY 13, 2023 - 12 P.M. ET Dealing with Difficult Colleagues: Assessing, Understanding, & Improving Teamwork <i>Presented by Dr. Kyle Rehder</i></p> <p style="font-size: 0.7em; margin: 0;">AUG 17, 2023 - 12 P.M. ET Neuroscience of Hope <i>Presented by Dr. J. Bryan Sexton</i></p> <p style="font-size: 0.7em; margin: 0;">SEPT 14, 2023 - 12 P.M. ET The Funny Thing about Well-being: Evidence for Humor <i>Presented by Dr. J. Bryan Sexton</i></p> <p style="font-size: 0.7em; margin: 0;">OCT 19, 2023 - 12 P.M. ET Evidence-based Sleep Hygiene: Advanced Insights on Rest for the Weary <i>Presented by Dr. J. Bryan Sexton</i></p>
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Participants are strongly encouraged to watch the WellB session recordings from the spring cohort to gain foundational knowledge of the topics covered in this series.

Duke Center for Healthcare Safety and Quality

MHA Keystone Center Efforts

- **Upcoming**

- 5-hour WELL-B Essentials.
- 1 webinar per day for 1 business week.
- 3 times per year (Jan., May, Oct.).

RECHARGE FROM **PANDEMIC EXHAUSTION**

Join our free, bite-sized, evidence-based, well-being essentials series!

Why? Emotional exhaustion's never been higher in healthcare.

5 hours / CME&CEU / recordings available for 1 year

1 week: Runs Mon-Thursday and the following Monday

How? To enroll: bit.ly/wellbduke
or scan the QR code:

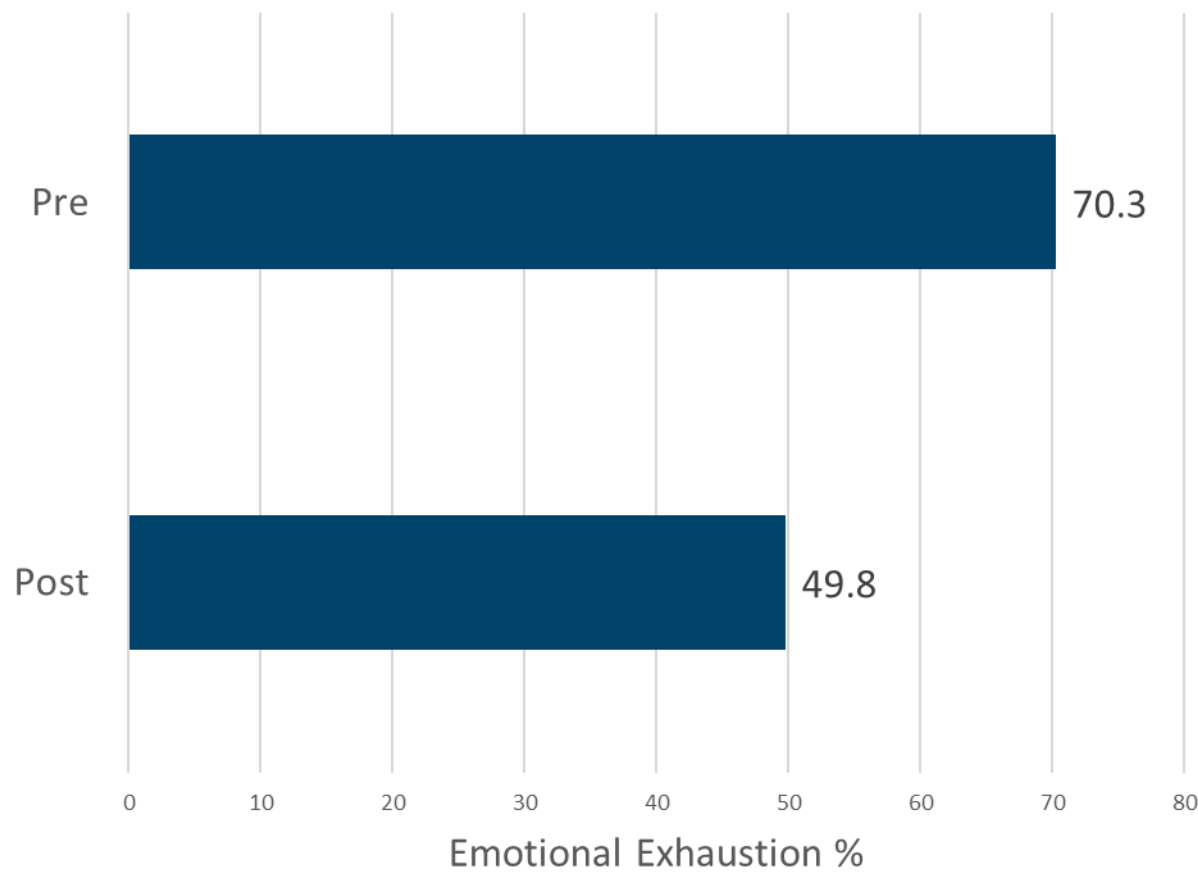


Duke Center for the
Advancement of Well-being Science



WELL-B Program Outcomes

WELL-B 10 Hour Participant Burnout Assessments (June 2022)



- 5,000+ participants
- Emotional Exhaustion **decreased 20 points**

Other

- **Upcoming**

- Teaches skills leaders can apply to positively impact the wellbeing of their staff.
- Learn a new skill, practice it, get feedback on it.
- Not covered by Keystone/BCBSM

SCIENCE OF
Well-being
Leadership
Coaching
SERIES

Duke
Center for the
Advancement of
Well-being
Science

- Evidence-based healthcare leader coaching
- Delivered by coaching and well-being experts
- 5 weekly 1-hr zoom sessions
- Opportunities for personal reflection, feedback, and growth
- Topics Include:
 - Intro to well-being
 - Modeling psychological safety
 - Creating a supportive environment
 - Identifying signs of struggle
 - Responding to struggle
 - Well-being check-ins

[Click here for more info](#)

Contact:
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Coaching Program Coordinator
Carla.Neal@duke.edu

MHA Keystone Center Efforts

- **Workplace Violence GAP Analyses**

- Looks at structure of violence prevention committee/team.
- Examines culture and interviews staff and leadership.
- Strong focus on “people behavior” and safety.
- De-escalation strategies
- Analysis done in full alignment with TJC standards.



Healthcare Safety Services
145 S. Livernois Rd. #168
Rochester Hills, MI 48307

MHA Keystone Center Efforts

- **Workplace Violence GAP Analyses Feedback**

“Thank you Ken, we appreciate the time you and your team spent with us and the completeness of the report and recommendations to improve the Safety for our staff, patients and families.”

-Hospital President



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MHA Keystone Center Efforts

- **Physical Security Risk Assessments**
 - Conducted at 5 Michigan hospitals.
 - Examines exterior grounds and physical security measures.
 - Area Crime Report analysis.
 - Recommendations for improvement.



[HSS, a Tarian company](#)

MHA Keystone Center Efforts

- **Active Shooter Training: Run, Hide, Fight.**
 - Largescale virtual trainings.
 - Trainings specific to hospitals/systems.
 - Webinar-based.
 - Easier to schedule.
 - Can train more staff.

MHA Keystone Center Efforts

- **Active Shooter Training**

- Targeted in-person simulations.

- Up to six sessions within nine hours, involving different locations within the hospital.
- Provide email templates, flyers, other language to notify staff, patients and visitors of the exercise.
- Two HSS staff observe, one paid actor as the aggressor.
- Taped-off “safe zone” for those who do not want to participate.

MHA Keystone Center Efforts

- **Active Shooter Training**

- Active Shooter Incident Management Tabletop Exercises.
 - Specific to incident command/management team.
 - Walk through a hypothetical incident.
 - Assess an organization's ability to respond.
 - Feedback on opportunities for improvement.
 - Can be done in conjunction with live simulations (2-day).

How can you get involved?

1. Email keystone@mha.org.
2. We will arrange for a call with appropriate SME.
 - a) If several hospitals, we can do a group call.
3. Will confirm enough funding for scope of work.
4. Once approved by hospital and Keystone, scheduling begins.
 - a) Currently, services are being scheduled two months out.
5. Only requirement is to provide your OSHA data to Keystone.

Questions

- What is your biggest area of concern with workplace violence?
- What actions are you taking at your organization?
- What are you hearing from your staff?
- Does this work resonate with you?



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Leading Healthcare



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