

Workplace Violence in Healthcare



Workplace Violence National Data

- Hospitals and Clinics are among America's most dangerous workplaces.
- Healthcare workers are 5 times more likely to experience workplace violence than workers in other industries. (U.S. Bureau of Labor Statistics - 2018)
- 73% of all nonfatal workplace injuries due to violence occurred in healthcare workers. (U.S. Bureau of Labor Statistics - 2018)

Workplace Violence National Data

- From 2011 to 2018 injuries from violence against healthcare workers increased 63%. (Bureau of Labor Statistics – 2018)
- 115% increase in workplace violence for healthcare workers between March '21 and Sept. '22. (National Nurses United)

Workplace Violence

National Data

- In 2022: over 20,000 nurses were assaulted while at work; one nurse assaulted every 25 minutes. (Press Ganey)
- 40% of healthcare workers experienced workplace violence in the past two years. (Premier)
- Emergency Departments and Behavioral Health Units have the highest incidence of violence against healthcare workers.

Workplace Violence National Response

- Joint Commission 2022: new standards specifically address workplace violence:
 - Prevention Programs
 - Policies and Procedures
 - Leadership Oversight
 - Reporting Systems
 - Data Collection
 - Post-Incident Strategies
 - Training and Education

Workplace Violence National Response

- American Hospital Association
- American Nurses Association

Both calling for legislation to protect healthcare workers similar to laws already in place to protect airport and airline workers.

Workplace Violence

MyMichigan Health Response

Signage

- Zero Tolerance Signage has been distributed and posted throughout MyMichigan Health



Training/Safety/Security Updates

- Active shooter training was created and training is currently underway.
- Security and Safety walk-throughs are being conducted at each location with local law enforcement
- Researching panic buttons for staff who work in high-risk areas to wear (ED & Behavioral Health)
- Site specific risk assessments are being created and will be added to the Workplace Violence Program

Broset Room Signage

- Have utilized the Broset Behavioral Assessment for years
- Created room signage which is modeled after Michigan Medicine's signage initiative
- Roll out of signage is currently underway
- Education is also currently underway

Broset Room Signage





STOPlight Tool

Inpatient & ED implementation

Workplace Violence Prevention Initiative

OBJECTIVE: A universal visual tool on the outside of the room to cue both clinical and non-clinical staff on varying levels of caution needed before/during patient interactions.

S:stop **T:**think **O:**observe **P:**plan

CRITERIA:



GREEN:
PLAN:

Patient has not displayed behaviors of confusion, irritability, boisterousness, physical or verbal threatening, or attacking objects.
No additional staff anticipated to be needed during interactions.



YELLOW:

Patient has displayed 1 to 2 behaviors of confusion, irritability, boisterousness, physical or verbal threatening, or attacking objects.

PLAN:

Utilize caution and maintain a safe distance, remain between patient and doorway.



RED:

Patient has displayed 3 or more behaviors of confusion, irritability, boisterousness, physical or verbal threatening, or attacking objects.

PLAN:

Use extreme caution, bring another staff member in room. Utilize security if available.



Broset Signage



- **Green** means patient has not been confused, irritable, boisterous, verbally threatening, physically threatening, or attacking objects.
- **Green** means Go!
- **Green** means no additional staff anticipated to be needed during interaction with the patient.

Broset Signage



- **Yellow** means the patient has displayed one or two behaviors of confusion, irritability, boisterousness, verbal/physical threats, or attacking objects.
- **Yellow** means Caution!
- **Yellow** means maintain a safe distance and remain between the patient and the door.

Broset Signage



- **Red** mean the patient has displayed three or more behaviors of confusion, irritability, boisterousness, verbal/physical threats, or attacking objects.
- **Red** means Stop!
- **Red** means use extreme caution, bring another staff member in the room, and use Security personnel if available.

All MyMichigan Health Employees – Assault Awareness Education

Difficult Behavior Management

- 2022 – assigned to all MyMichigan Health employees and all new hires

BHU - Aggression and Violence

- 2022 – assigned to all MyMichigan Health employees and all new hires

Crisis Prevention Institute – Nonviolent Crisis Intervention (NCI)

Initial Certification -

- 6 ½ hour didactic and hands on instruction

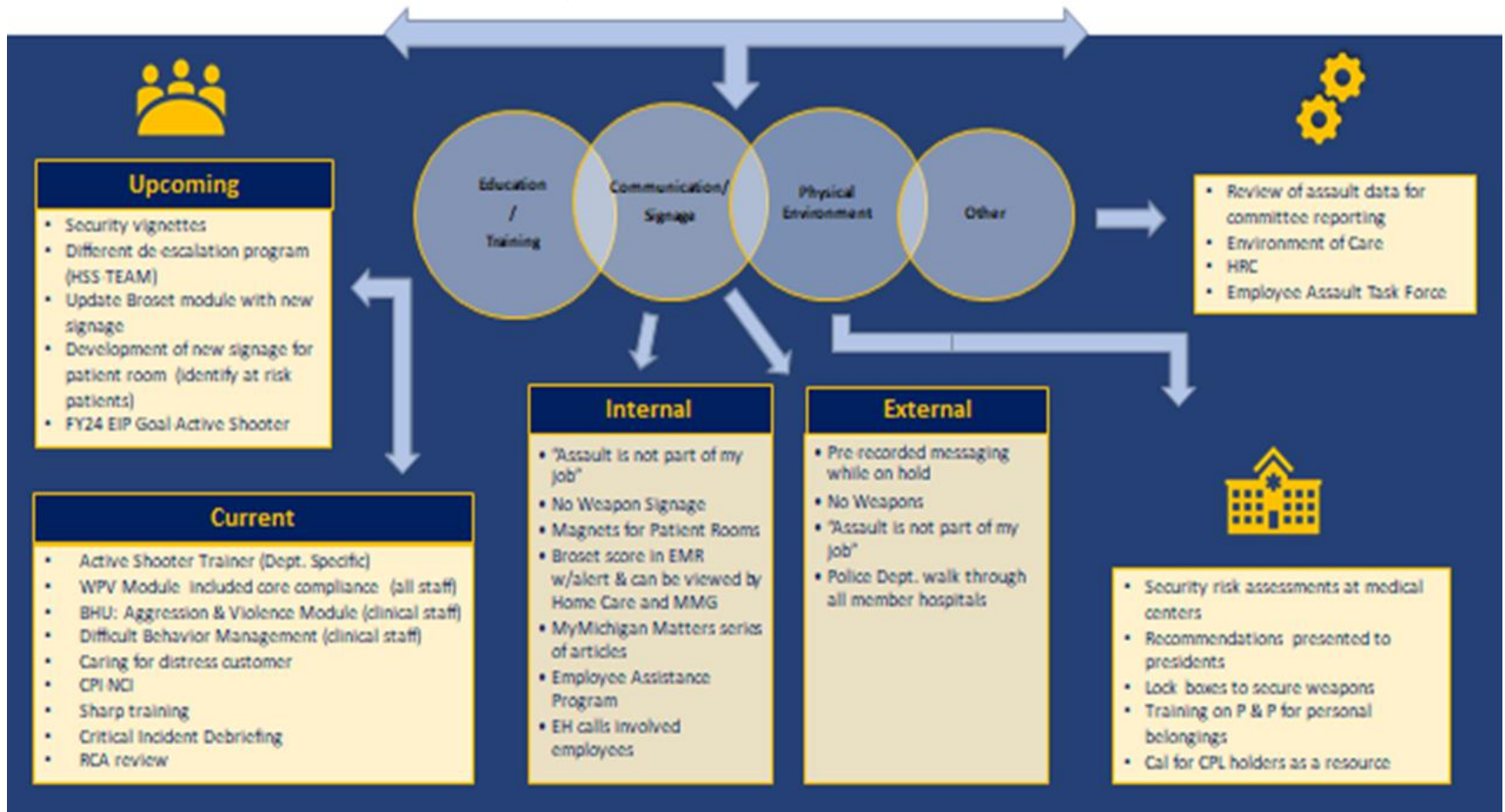
Renewal Certification -

- 4 hour didactic and hands on instruction

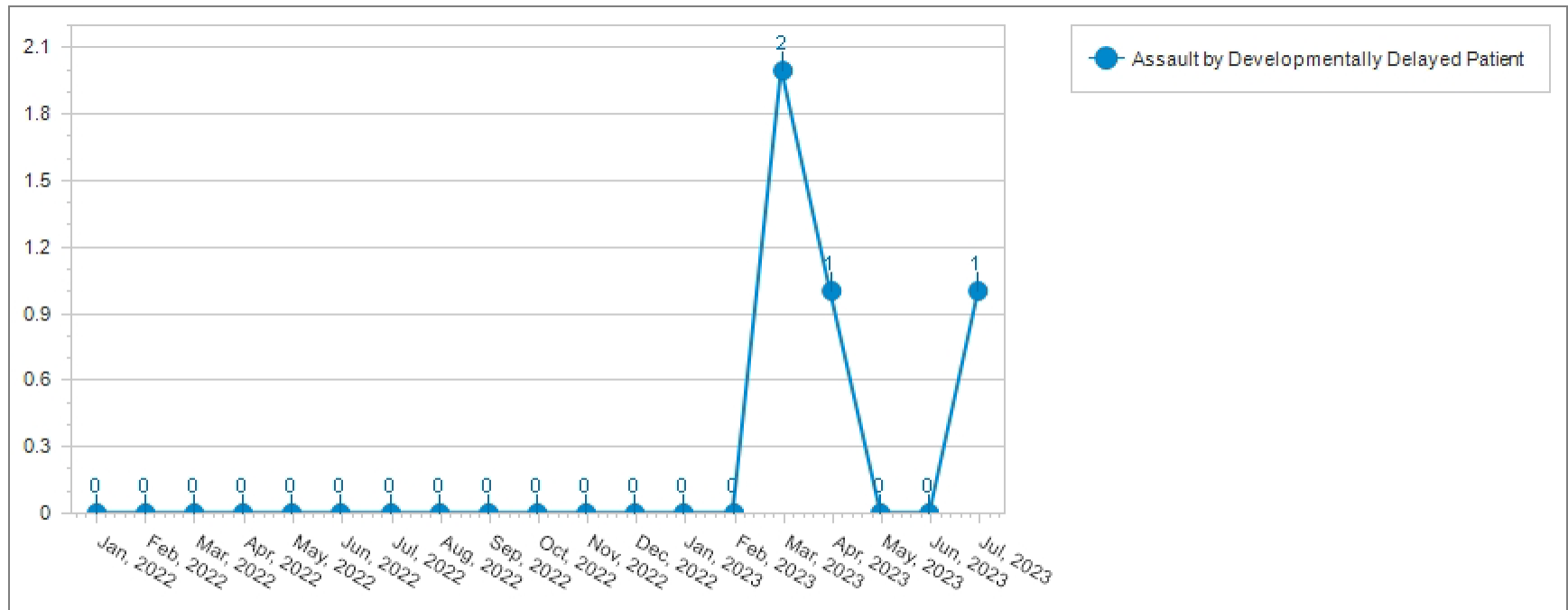
Critical Incident Stress Debriefings & Root Cause Analysis

- ESPYR offers Incident Stress Debriefings and will come on site
- RCA's are completed on all assault injuries that result in lost time and/or property damage
- Subcommittee reviews done quarterly to look for opportunities for process improvement and/or trends

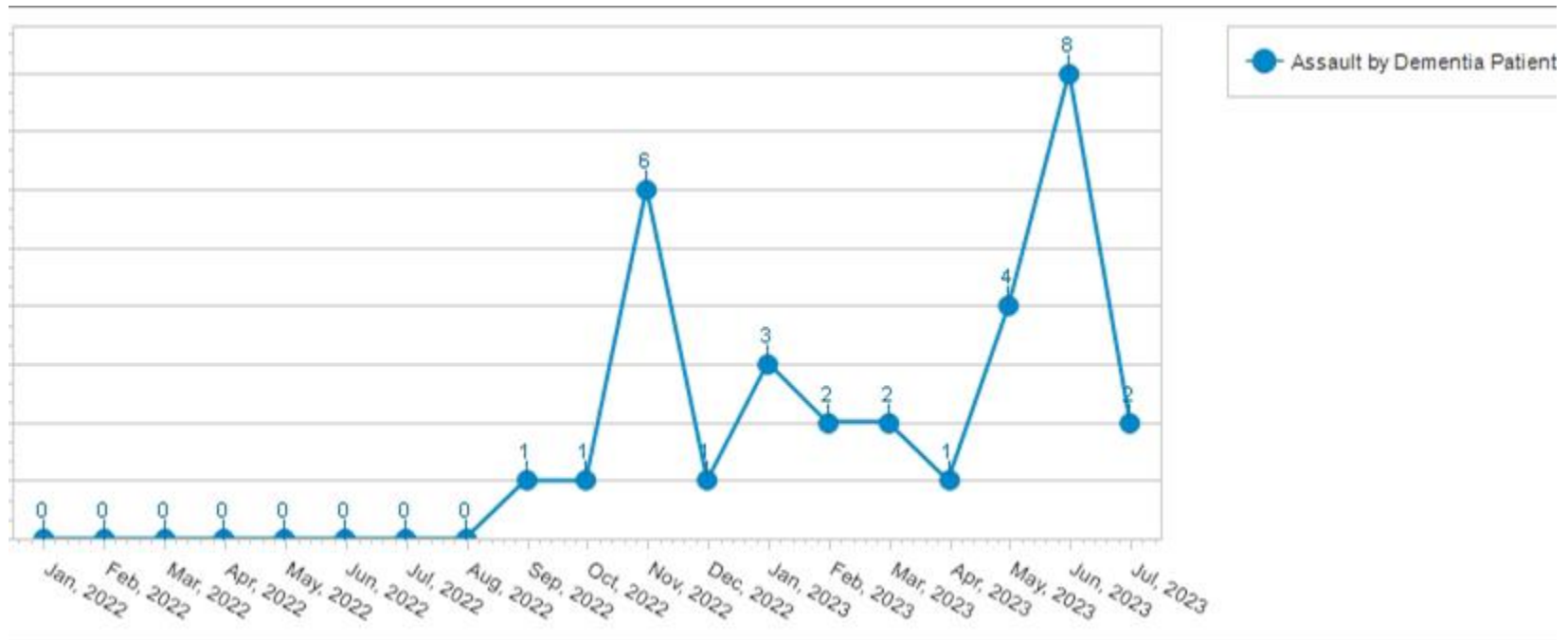
Employee Assault Taskforce



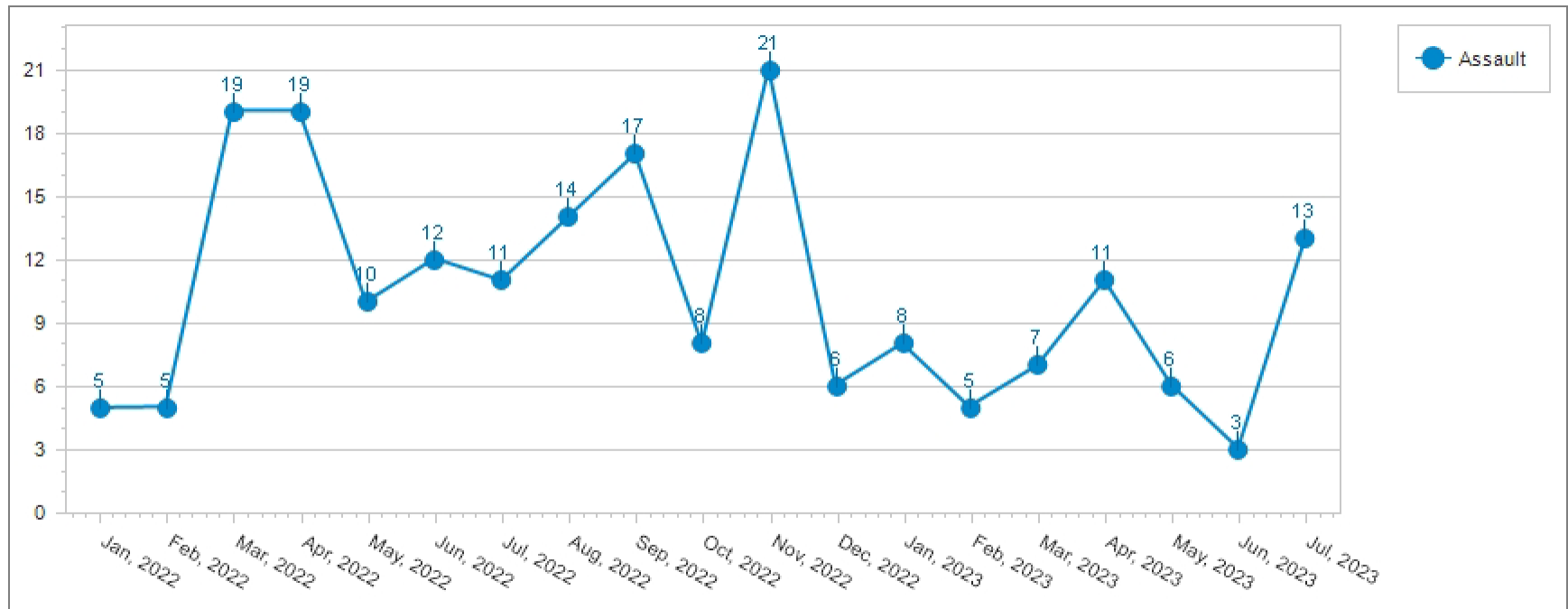
System-wide Reported Assault Data



System-wide Reported Assault Data



System-wide Total Reported Assaults (Excludes Dementia & Developmentally Delayed)



Where are we now?

- Our efforts are helping to reduce incidents of violence in our hospitals and clinics, but ...
- This takes continuous effort, every day, every shift. All these efforts take their own toll. Also ...
- Reducing the incidents of violence does not reduce the stress of the threat of violence for staff and providers working in the areas at higher risk of violence.

Questions?
Comments?
Thoughts?