



**MHA**

**Keystone Center**

*A Certified Patient Safety Organization*

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Leading Healthcare

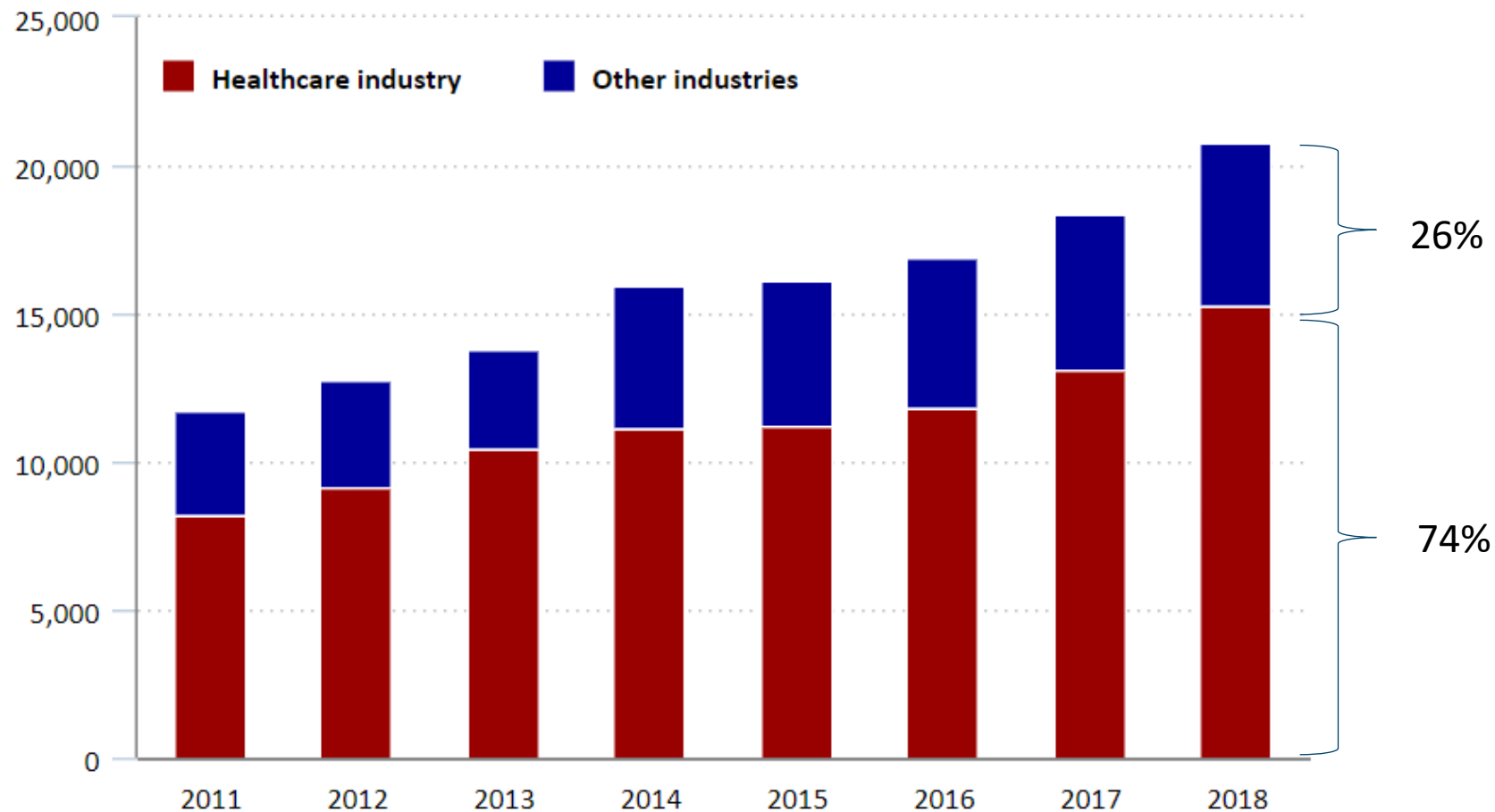
# Workforce Violence in Healthcare

Adam Novak  
Director, Safety & Quality  
MHA Keystone Center

9/28/23

# Workplace Violence Data

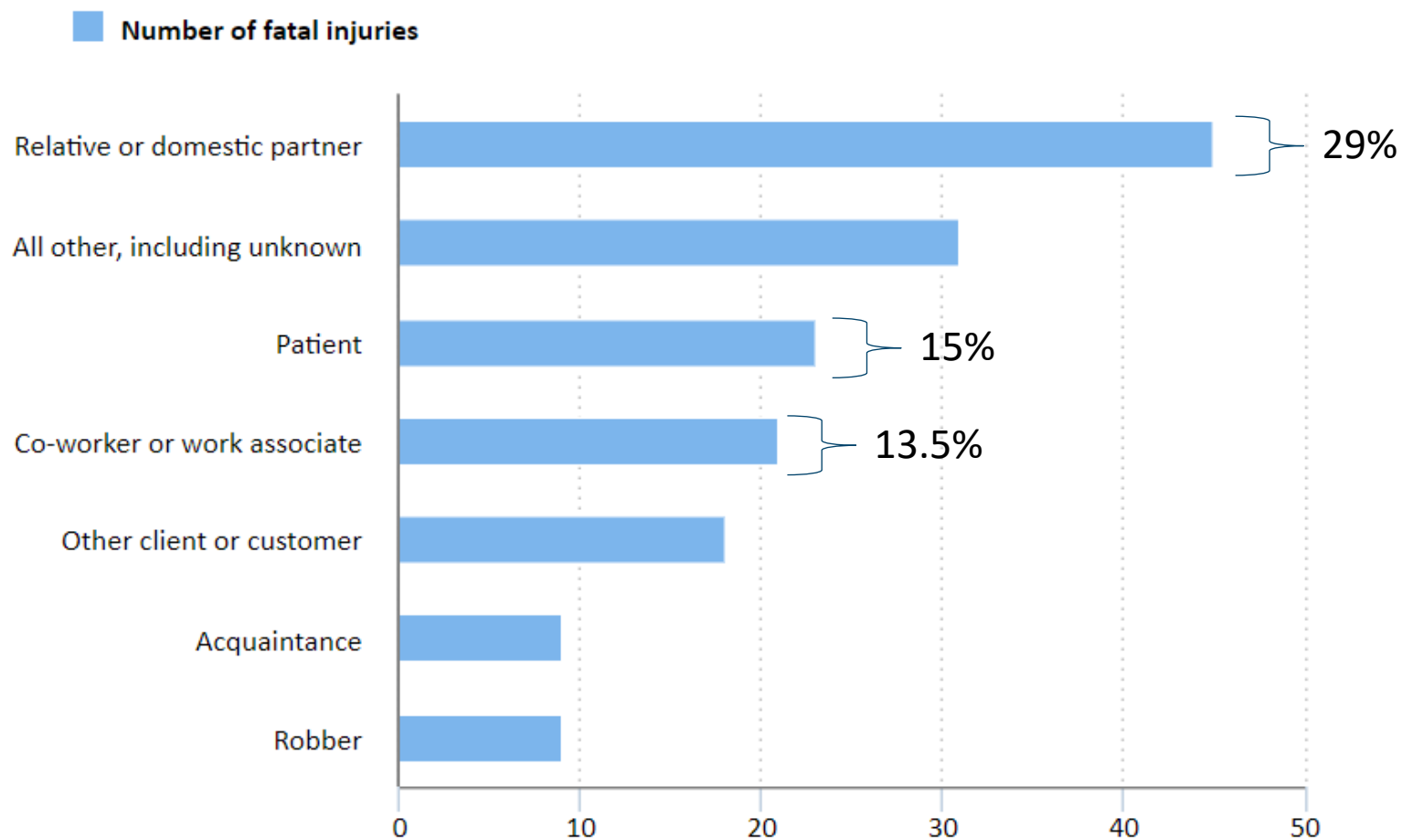
**Chart 2. Number of nonfatal workplace violence injuries and illnesses with days away from work, 2011-18**



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

# Workplace Violence Data

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



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

# Workplace Violence Data

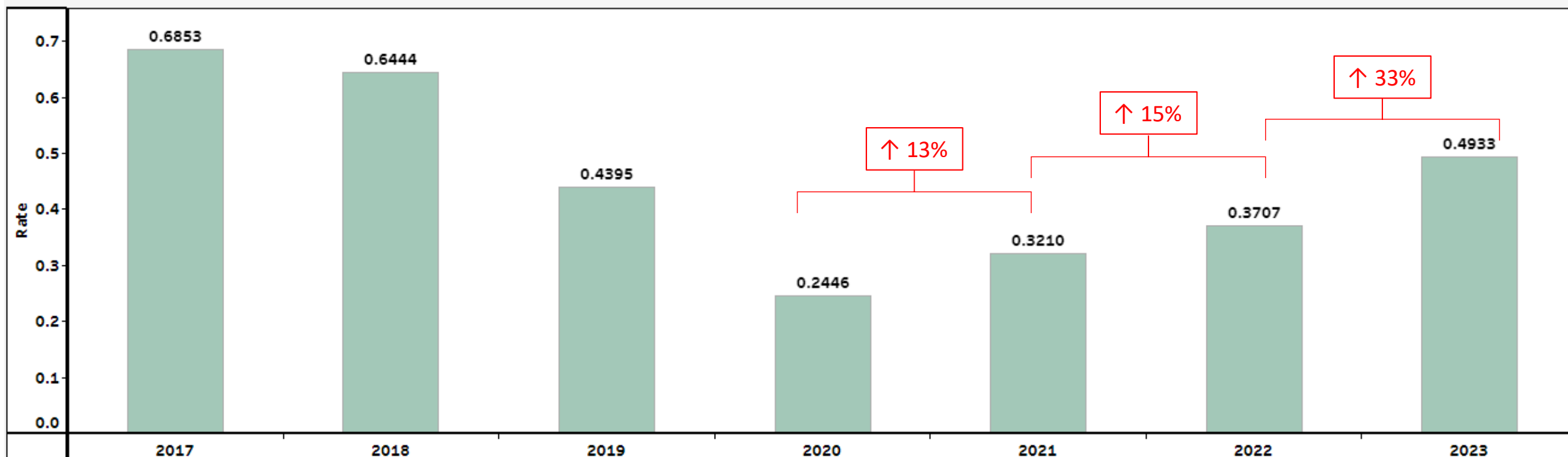
- 2022 Press Ganey study found that **two nurses are assaulted every hour** in healthcare.
- 2022 National Nurses United study found **119% increase in workplace violence** against nurses since March 2021.
- Average cost to replace a nurse = **\$35,000-\$45,000.**

# MHA Recordable Incident Rate: Violence

## Workplace Safety Collaborative Overview by Measure

### Workplace Violence (WPV)

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

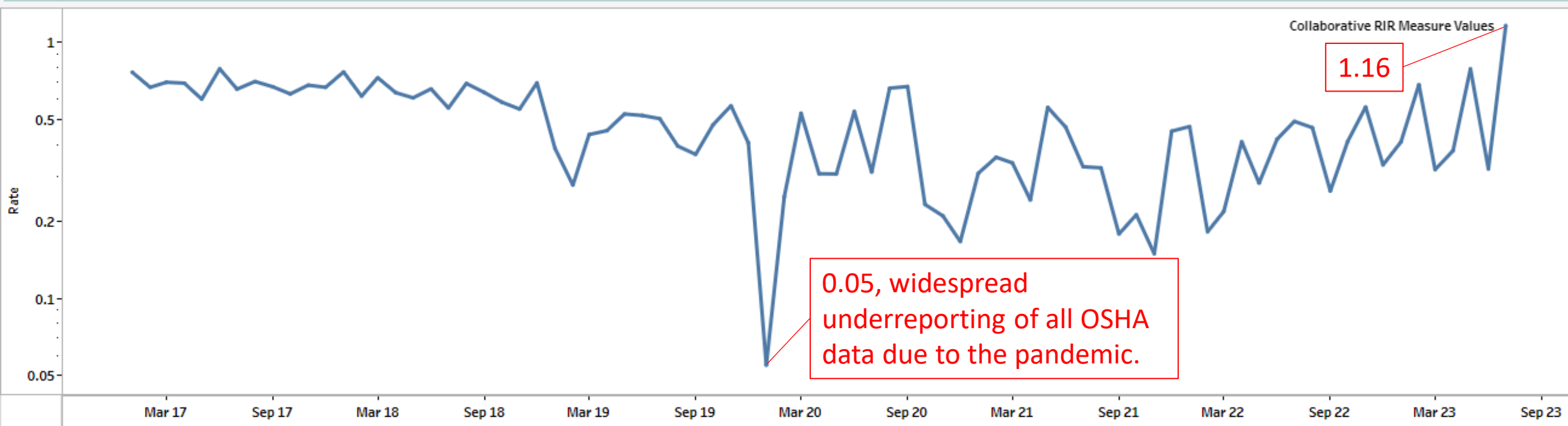


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# MHA Recordable Incident Rate: Violence

## Collaborative Workplace Violence (WPV) Rate

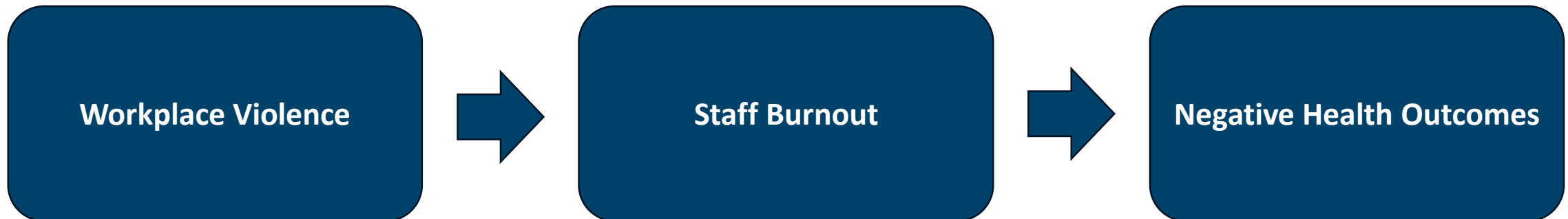
Rate = # of Incidents \* 200,000/# of Employee Hours



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# Psychological Impact of Violence

- 2020 study found that burnout mediated relationship between workplace violence and negative health outcomes.
  - Musculoskeletal injuries, anxiety disorders, sleep problems



# Psychological Impact of Violence

- 2022 study of healthcare workers post-violent incidents found that...
  - 25% experienced PTSD
  - 27% experienced anxiety
  - 46% experienced depression



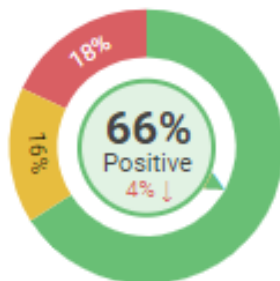


# Safety Culture Data

## Key Drivers of Culture & Engagement (Green is good)

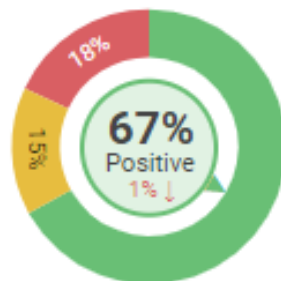
### IMPROVEMENT READINESS

The learning environment effectively fixes defects.



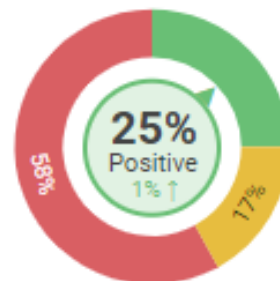
### LOCAL LEADERSHIP

Regularly makes time to provide positive feedback to me.



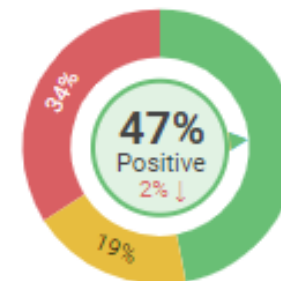
### BURNOUT CLIMATE

People in this work setting are burned out from their work.



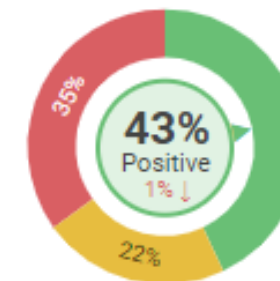
### TEAMWORK

Dealing with difficult colleagues is consistently a part of my job.



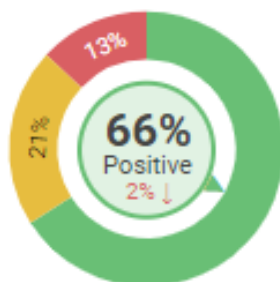
### TEAMWORK

Communication breakdowns are common in this work setting.



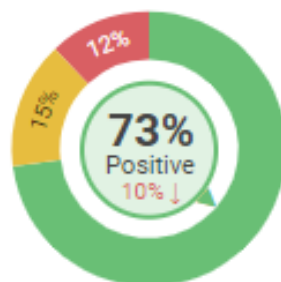
### SAFETY CLIMATE

The culture makes it easy to learn from the errors of others.



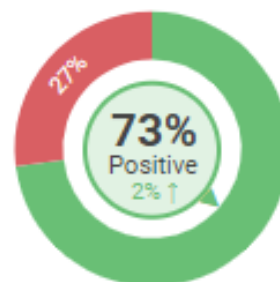
### SAFETY CLIMATE

I would feel safe being treated here as a patient.



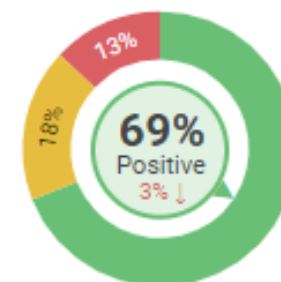
### WORK / LIFE BALANCE

Worked through a day/shift without any breaks.



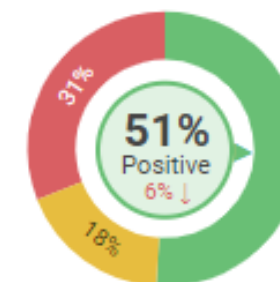
### GROWTH OPPORTUNITIES

I have the feeling that I can achieve something.



### INTENTIONS TO LEAVE

I often think about leaving this job.



# 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.

# TJC Workplace Violence Standards

- 1. The hospital conducts an annual worksite analysis related to its workplace violence prevention program.** The hospital takes actions to mitigate or resolve the workplace violence safety and security risks based upon findings from the analysis.
- 2. The hospital establishes a process(es) for continually monitoring, internally reporting, and investigating the following:** injuries to patients or others, occupational illnesses and staff injuries, incidents of damage to property...
- 3. Based on its process(es), the hospital reports and investigates the following:** Safety and security incidents involving patients, staff, or others within its facilities, including those related to workplace violence.

# TJC Workplace Violence Standards

4. **The hospital has a workplace violence prevention program led by a designated individual and developed by a multidisciplinary team** that includes the following: Policies and procedures to prevent and respond to workplace violence...
5. **As part of its workplace violence prevention program, the hospital provides training, education, and resources** (at time of hire, annually, and whenever changes occur regarding the workplace violence prevention program) to leadership, staff, and licensed practitioners...

# MHA Keystone Center Efforts

- **Workplace Violence GAP Analyses**

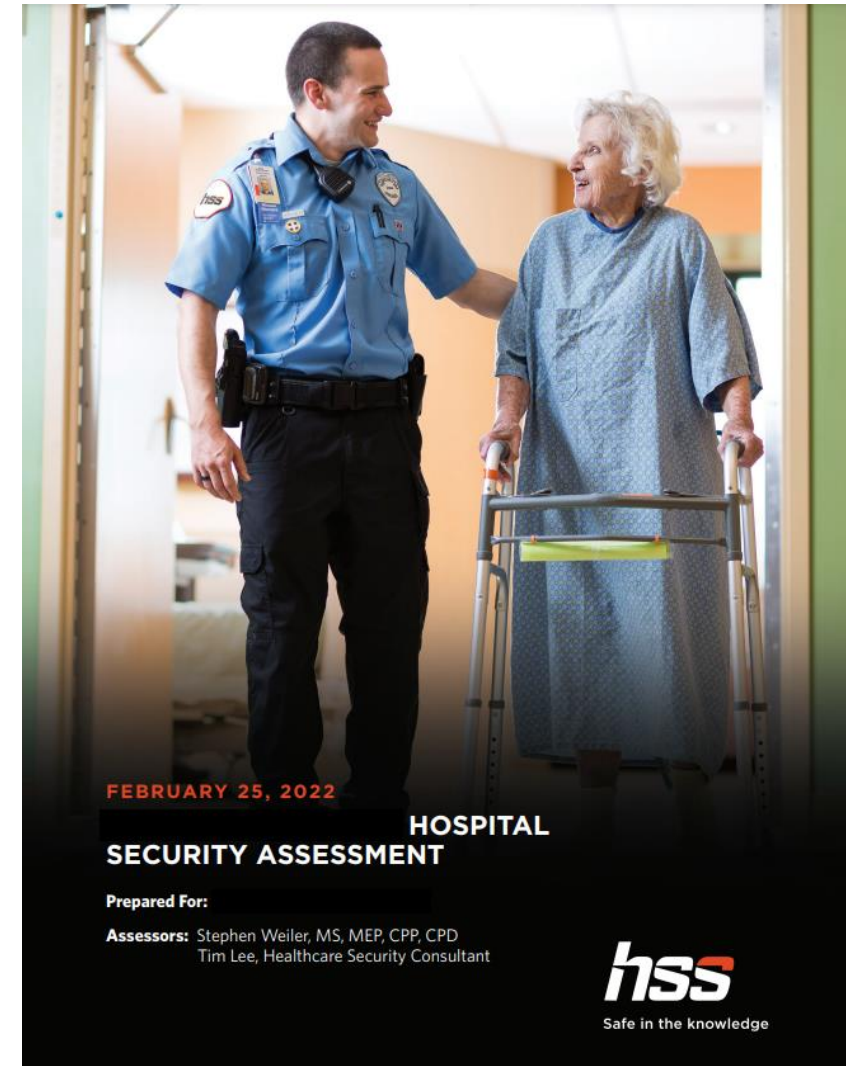
- Looks at structure of violence prevention committee/team.
- Examines culture and interviews staff and leadership.
- Strong focus on “people behavior” and safety.
- De-escalation strategies
- Analysis done in full alignment with TJC standards.



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

# MHA Keystone Center Efforts

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



[HSS, a Tarian company](#)

# MHA Keystone Center Efforts

- **Active Shooter Training**

- Largescale virtual trainings.

- Trainings specific to hospitals/systems.

- Targeted in-person simulations.

- Up to six sessions within nine hours, involving different locations within the hospital.
- Two HSS staff observe, one paid actor as the aggressor.

# 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](https://bit.ly/welldukesessions) or scan the QR code:



### AGENDA & TOPICS

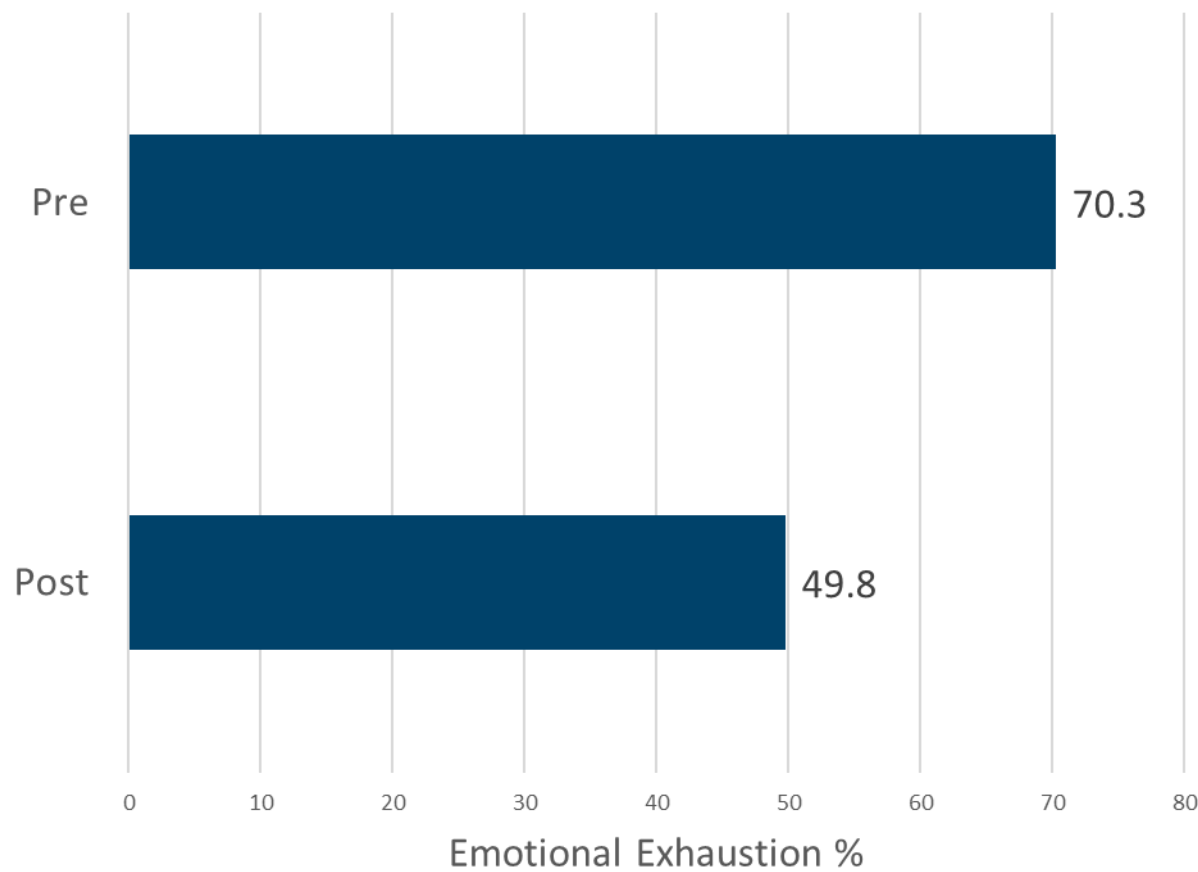
<p><b>NOV 17, 2022 - 12 P.M. ET</b>  <b>Best Reset Button Available: The Science of Sleep with Tips and Tricks</b>  <i>Presented by Dr. J. Bryan Sexton</i></p>	<p><b>MAY 18, 2023 - 12 P.M. ET</b>  <b>Signature Strengths at Work</b>  <i>Presented by Dr. J. Bryan Sexton</i></p>
<p><b>DEC 15, 2022 - 12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

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


# WELL-B Program Outcomes

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



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

# 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?



Leading Healthcare



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