O

Elizabeth Seely, MHA, FACHE
Chief Administrative Officer, Hospital Division
The Ohio State University Wexner Medical Center

MedNet21
Center for Continuing Medical Education

**O** THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER

Agenda

- National Significance
- Best Practices in Action
- OSUWMC Efforts
- Conclusions

National Issue
Workplace Violence is Increasingly Prevalent in the Healthcare Industry

- 80% of ED physicians and nurses report being victims of assault (NEJM)[1]

- Workplace violence is 4x more likely in healthcare settings (SIA/IAHSSF)[2]

- ~75% of workplace assaults occurred in healthcare and social service settings (OSHA)[3]

- Healthcare workers have a 20% higher chance of being a victim of workplace violence (NCVS)[4]

- The Joint Commission released a sentinel alert highlighting issue of increased workplace violence[5]
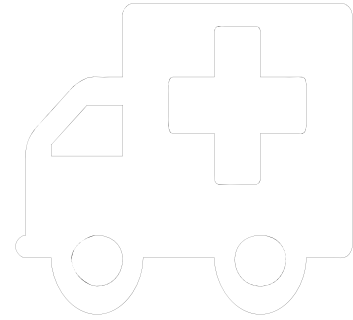
What This Means for Your Hospital or Practice
Workplace Violence Impacts More than Just Safety
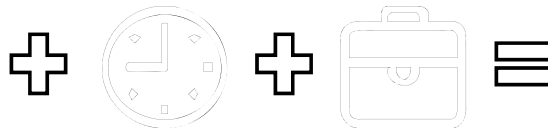
Higher levels of employee dissatisfaction and burnout   More time off work for employees   Higher turnover rate   **High costs to the health system**

Legislation
U.S. Government Passed Legislation to
Reduce Workplace Violence

State Level[3]
- Regulations and penalties vary by state
- <u>Examples:</u>
  - ***Washington – HB1931***[17] is legislation that requires hospitals to:
    - Have a committee to address workplace violence
    - Develop and implement a plan to address workplace violence
    - Provide violence prevention training
  - ***Oregon – SB 823***[18] was passed by Oregon Senate in April to:
    - Make it illegal to retaliate against employees who report incidents of violence in good faith

Legislation
U.S. Government Passed Legislation to
Reduce Workplace Violence

Federal Level[4]
- **H.R. 1309** - Passed in the house 11/21/2019
  - Healthcare employers must develop and implement a workplace violence program
  - *Latest Update: Received in the Senate and Read Twice and referred to the Committee on Health, Education, Labor, and Pensions*

Hospital Workplace Safety

Iahn Gonsenhauser, MD, MBA
Chief Quality & Patient Safety Officer
Assistant Professor – Clinical
Division of Hospital Medicine
The Ohio State University Wexner Medical Center

MedNet21
Center for Continuing Medical Education

THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER

Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

• Respected agencies and organizations have developed roadmaps and best practices to mitigate workplace violence in your organization

Joint Commission

State Hospital & Professional Associations

And many others!

Vizient

Joint Commission Expectations

- The Joint commission does not currently have standards specific to workplace violence. However, several standards relate directly or indirectly to its prevention including:

  - A chapter in Environment of Care chapter of the Comprehensive Accreditation Manual for Hospitals (CAMH) requiring organizations to have processes for managing, evaluating, monitoring, analyzing and improving the safety and security of its environment
  - Clinical surveyors discuss workplace violence and other security-related issues during the building tour
  - Labeling workplace violence incidents as sentinel events

The Joint Commission

Hospital Workplace Safety

Michael Mandelkorn
Director of Security
The Ohio State University Wexner Medical Center

MedNet21
Center for Continuing Medical Education

THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER

Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

2 Implement
Panic Buttons
Jefferson Health

3 Threat Management Team
University of Utah Medical Center

8 Signage and Environmental Assessment
Ohio State University Wexner Medical Center

4 Violence
Screening
*North Memorial
Health Care*

1 Extra Layers of
Security
Cleveland Clinic

5 Patient Flagging
& Communication
*Memorial Hospital &
Healthcare Center*

6 Training and
Education
*Sanford Medical
Center - Bismarck*

7 Increased Reporting
and Use of Data
*Medical University of
South Carolina & VCU
Health System*

Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

**1 Extra Layers of
Security**
Cleveland Clinic

Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

**2 Implement
Panic Buttons**
Jefferson Health
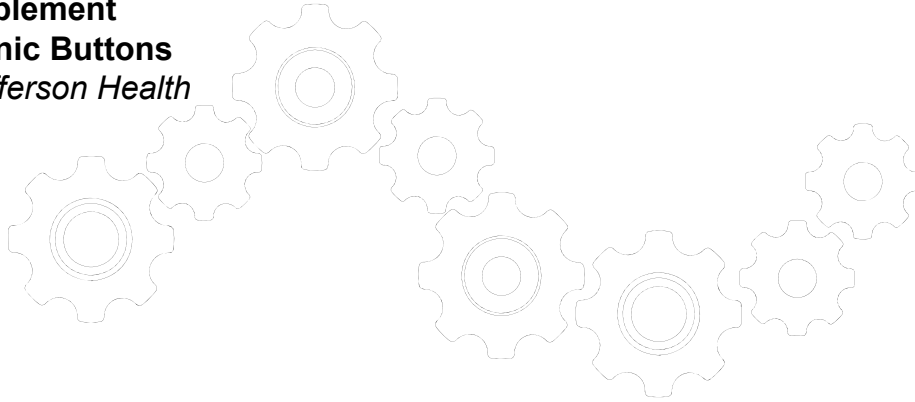
Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

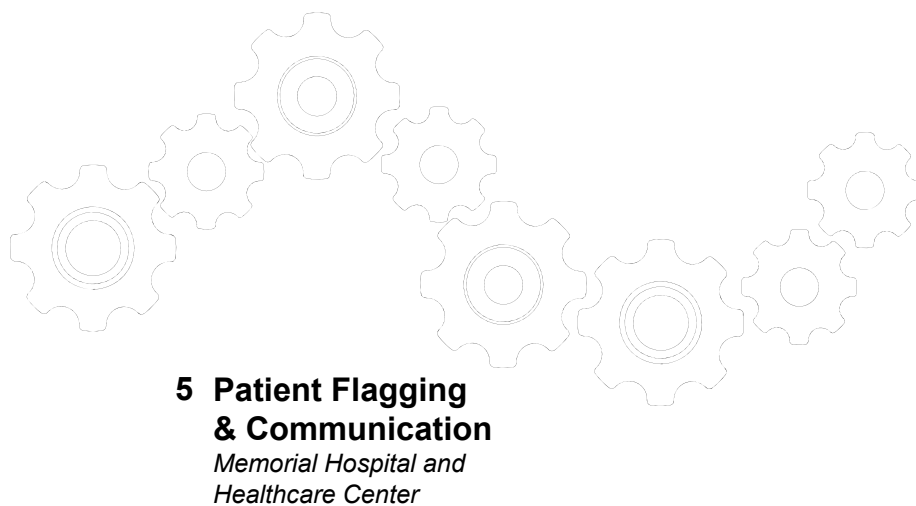**3 Threat Management Team**
University of Utah Medical Center
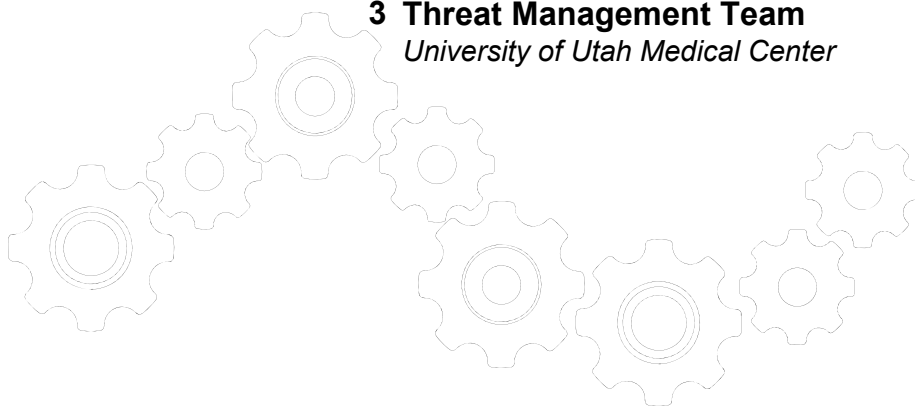
Best Practices
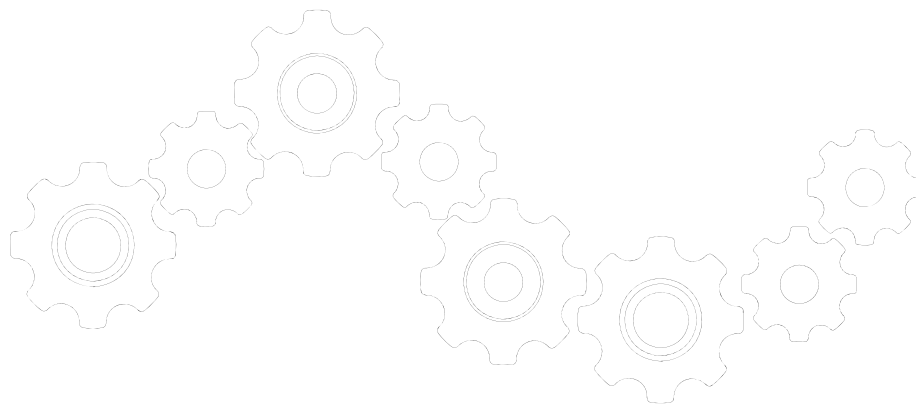*Roadmaps Exist to Mitigate Workplace Violence in Your Organization*

**4 Violence
Screening**
*North Memorial
Health Care*

Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

**5 Patient Flagging
& Communication**
*Memorial Hospital and
Healthcare Center*

Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

**6 Training and
Education**
*Sanford Medical
Center - Bismarck*

Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization
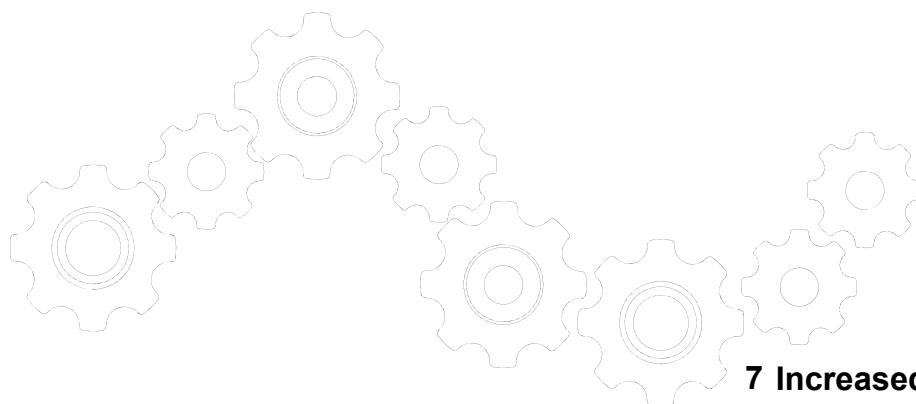
**7 Increased Reporting
and Use of Data**
*Medical University of
South Carolina & VCU
Health System*

Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

8 Signage and Environmental Assessment
The Ohio State University Wexner Medical Center

OSUWMC Initiatives: Workplace Safety

MedNet21
Center for Continuing Medical Education

THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER

Committee Structure

- Proactively addresses workplace safety initiatives and identifies tactics to ensure the safety and security of providers, staff and patients
- **Steering Committee:**
    - Consists of representatives from the highest level of leadership at OSUWMC
- **Work Group:**
    - Consists of representatives of multiple disciplines and care settings
- The Steering Committee and the Work Group work in tandem to accomplish Workplace Safety initiatives at The Ohio State University Wexner Medical Center

Workplace Safety Assessment

- Oregon Association of Hospitals and Health Systems (OAHHS) developed a tool that is considered to be "best practice" when evaluating workplace safety

The OAHHS analysis tool evaluates metrics in 9 key areas:

Violence Prevention Program Leadership	Employee Participation	Written Violence Prevention Policy	Program Management	Communication & Social Marketing
	Hazard Identification and Assessment	Hazard Control and Prevention	Education and Training	Ongoing Evaluation

- Results of the assessment guided the work of the committee throughout the year and has continued into 2020

The Ohio State University Wexner Medical Center: Established Workplace Safety Initiatives

- Workplace Standards of Conduct policy (employee focused)
- Workplace safety CBL & video, departmental education, table-top exercises
- Security supervisors with tasers
- Crisis Assessment Team (CAT)
- Opioid contracts with patients
- Workplace civility group

Workplace Safety: Enhanced Practices

- BERT team
- Disruptive Patient & Visitor Policy
- ID badge change
- Security changes
- Security officers body worn camera
- Patient Rights & Responsibilities
- Signage
- Faculty/Staff resource tool
- Visitor management assessment

Signage

- "Our goal is to provide you with an exceptional healthcare experience. We will do our part. We need you to do your part. Please show respect to our staff. Threatening behavior will not be tolerated. Violent Behavior toward a healthcare worker or hospital security is considered a crime under Ohio law. ORC 2903.13."
- Signage displayed in the emergency departments and in Medical Center lobby locations
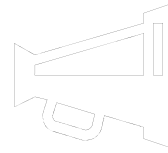
Patient Rights & Responsibilities

Be considerate to all members of the healthcare team, fellow patients, and visitors. Be thoughtful about your language, behavior, and conduct. Abusive or disrespectful behavior which threatens OSUWMC's culture of safety could result in removal from the facility, dismissal from OSUWMC providers, a referral to OSUWMC security, and/or a referral to law enforcement.

Patient Rights and Responsibilities

I acknowledge that I have been offered a copy of the Patient Rights and Responsibilities and I agree to abide by the terms outlined in the Patient Rights and Responsibilities

General Consent

Faculty / Staff Resource Tool

Current Initiatives

Evaluate, prioritize and implement recommendations for Visitor Management provided by consultant group

Evaluation of visitor management system vendors

Establish process for reporting, documentation and support for staff after an incident occurs

Developed weapon screening process at Emergency Department Ambulance Entrance

Enhanced Ohio State University Police Department presence in EDs

Concluding Thoughts

MedNet21
Center for Continuing Medical Education

THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER

Sources

1. American Hospital Association. Cost of community violence to hospitals and health systems, July 26, 2017. Accessed February 5, 2020.
2. Liu W, Zhao S, Shi L, et al. Workplace violence, job satisfaction, burnout, perceived organizational support and their effects on turnover intention among Chinese nurses in tertiary hospitals: a cross-sectional study. BMJ Open 2018;8:e019525. doi:10.1136/ bmjopen-2017-019525
3. Nursing World. https://www.nursingworld.org/practice-policy/advocacy/state/workplace-violence2/
4. https://www.congress.gov/bill/116th-congress/house-bill/1309
5. Cleveland source https://www.congress.gov/congressional-report/116th-congress/house-report/296/1 Accessed September 2,2020
6. Scripps Hospital San Diego source https://www.advisory.com/daily-briefing/2019/12/09/workplace-violence
7. Jefferson Health source https://www.beckershospitalreview.com/quality/how-jefferson-health-is-promoting-nurse-safety-with-a-new-alert-system.html Accessed September 2, 2020
8. University of Utah. https://regulations.utah.edu/general/1-004.php Accessed September 2,2020
9. North Memorial Healthcare source https://northmemorial.com/wp-content/uploads/2017/03/north-memorial-health-required-learning-2017.pdf Accessed September 2,2020
10. Memorial Hospital and Healthcare Center source. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6048890/ Accessed September 2, 2020
11. Medical University of South Carolina source. https://web.musc.edu/about/news-center/2019/07/22/hospital-safe-zones-workplace-violence-initiative Accessed September 2, 2020
12. Sanford Medical Center- Bismarck https://www.sanfordhealth.org/-/media/org/files/careers/radiologic-technology-program/crime_awareness_and_campus_security.pdf?la=en&hash=4E87B3483AC34F2430FFF1DF136BC9387A0C226F Accessed September 2,2020
13. Parkview Health source https://www.pressganey.com/blog/how-parkview-behavioral-health-reduced-workplace-violence Accessed September 2,2020
14. VCU Health source https://www.healthleadersmedia.com/clinical-care/reduce-your-workplace-violence-initiatives-vcu-health Accessed September 2, 2020
15. Advisory Board. The Joint Commission just proposed 7 steps for hospitals to prevent workplace violence. Here's our take, April 27, 2018. Accessed February 5, 2020.
16. Becker's Hospital Review. Healthcare's epidemic of workplace violence: 5 top safety challenges and 6 best practices to minimize harm, January 3, 2020. Accessed February 5, 2020.
17 Washington State Hospital Association. Workplace Violence Prevention: https://www.wsha.org/quality-safety/projects/worker-safety/#:~:text=In%202019%2C%20Washington's%20legislature%20enacted,The%20law%20requires%20hospitals%20to%3A&text=Provide%20violence%20prevention%20training. Accessed September 2, 2020
18. ENA50. Oregon Enacts Workplace Violence Bill. https://www.ena.org/press-room/2019/06/06/oregon-approves-workplace-violence-bill#:~:text=The%20bill%2C%20SB%20823%2C%20previously,23%2D4%20vote%20in%20April.&text=The%20bill%20will%20also%20make,the%20Oregon%20ENA%20State%20Council. Accessed September 2,2020
19 Joint Commission. Standards Related Information. https://www.jointcommission.org/resources/patient-safety-topics/workplace-violence-prevention/standards-related-information/ Accessed September 2,2020