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MedNet21
Center for Continuing Medical Education



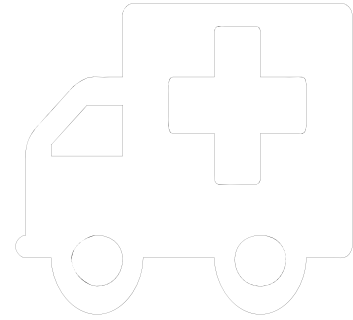
Agenda

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

National Issue

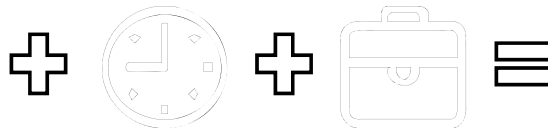
Workplace Violence is Increasingly Prevalent in the Healthcare Industry

- 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 violence⁵



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 Level³

- Regulations and penalties vary by state
- Examples:
 - **Washington – HB1931¹⁷** 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 823¹⁸** 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 Level⁴

- **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

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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 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



Hospital Workplace Safety

Michael Mandelkorn
Director of Security
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

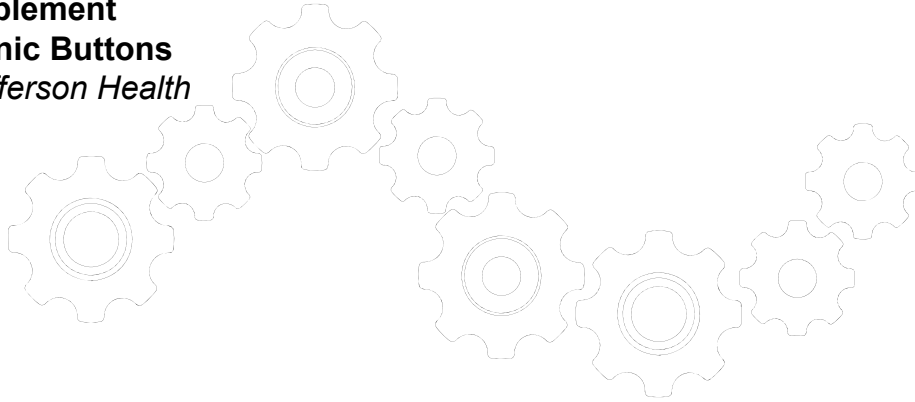
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

1 Extra Layers of
Security
Cleveland Clinic

Best Practices

Roadmaps Exist to Mitigate Workplace Violence in Your Organization

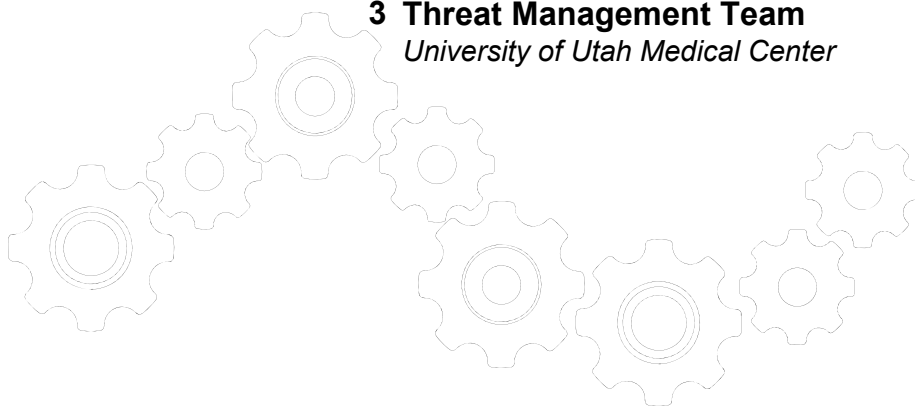
- 2 Implement
Panic Buttons**
Jefferson Health



Best Practices

Roadmaps Exist to Mitigate Workplace Violence in Your Organization

- 3 Threat Management Team**
University of Utah Medical Center



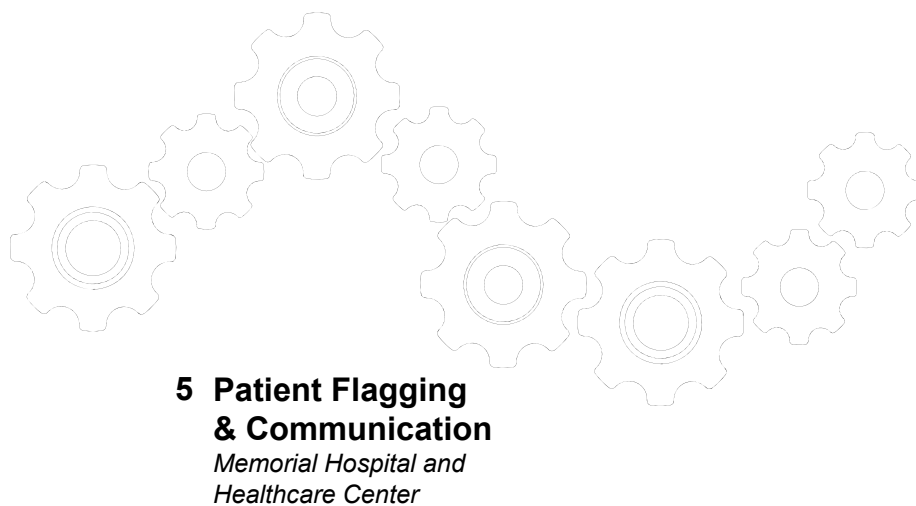
Best Practices

Roadmaps Exist to Mitigate Workplace Violence in Your Organization



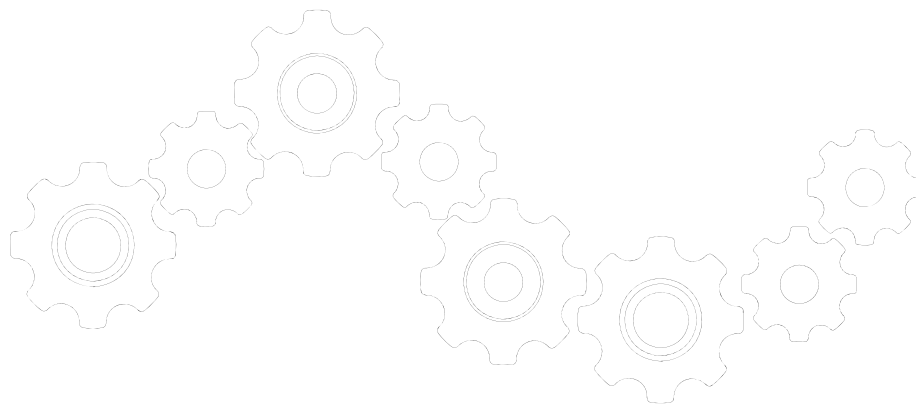
Best Practices

Roadmaps Exist to Mitigate Workplace Violence in Your Organization



Best Practices

Roadmaps Exist to Mitigate Workplace Violence in Your Organization

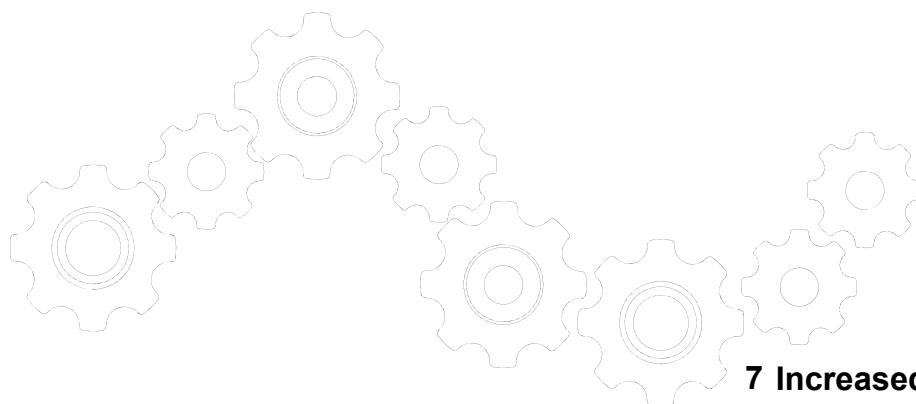


6 Training and Education

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

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:



- 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

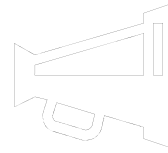
- Workplace Standards of Conduct policy (employee focused)
- Workplace safety CBL & video, departmental education, table-top exercises
- Security supervisors with tasers
- Crisis Assessment Team (CAT)
- Opioid contracts with patients
- Workplace civility group

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

WORKPLACE SAFETY

BEHAVIORS

The **ideal state** is focused around the **Buckeye Spirit**. As a diverse, talented team, we can make a difference when we're at our best. And that all begins with respect and our culture-based Buckeye Spirit. Visitor behaviors that might affect the hospital or that occur on hospital property will not be tolerated by Wexner Medical Center employees and staff. Contact your temporary employees, patients, visitors and volunteers.

DE-ESCALATION STRATEGIES

- UNIVERSAL STRATEGIES**
- Stay calm
 - Active listen
 - Validate
 - Understand
 - Be respectful
 - Be consistent
 - Isolate situation
 - Enforce limits
 - Provide options
 - Keep yourself safe

CONTACTS

SECURITY
614-293-8500
Off site, dial 9-1-1

BEHAVIORAL EMERGENCY RESPONSE TEAM
614-293-8500
Off site, dial 9-1-1
Pager: 614-303-4108 (please page first)
Cisco: 614-293-9285

Promoting a culture of safety and well-being for our faculty, staff, students, patients and visitors is a top priority for the Wexner Medical Center and a responsibility we all share.

	DISRUPTIVE	THREATENING	AGGRESSIVE/VIOLENT
BEHAVIORS	<p>GENERAL</p> <ul style="list-style-type: none"> Crude jokes Cultural bias Swasty / Rude Inappropriate Admits Intentional Slights Rude Comments 	<p>VERBAL</p> <ul style="list-style-type: none"> Bullying Directed Profanity Discriminatory Remarks Humiliation Yelling 	<p>PHYSICAL</p> <ul style="list-style-type: none"> Arms Harassment Inappropriate touching Intimidation / Threats Shoving Throwing objects Violent outbursts
DE-ESCALATION	<ul style="list-style-type: none"> Manage behavior Manage stressors Set boundaries Offer resiliency resources De-escalation strategies 	<ul style="list-style-type: none"> Mindful posture Provide direction and structure Set limits objectively Allow space 	<ul style="list-style-type: none"> Request assistance Notify security – 38500 Create distance Open path of egress
PROGRESS	<p>STATE "Behavior is Unacceptable"</p> <p>NOTIFY Supervisor</p> <ul style="list-style-type: none"> Intervene at earliest sign of agitation State that behavior is not acceptable 	<p>ATTEMPT To de-escalation assistance</p> <p>NOTIFY Supervisor/notify/activate BEST</p> <ul style="list-style-type: none"> Be persistent; attempt to de-escalate; explain that behavior is not acceptable Notify security if intimidation, threats or discriminatory remarks occur Notify direct supervisor and/or physician/provider Security may feel safer to leave the area and revoke visitation privilege For patients, consult provider for orders of restraint order if unable to de-escalate 	<p>REMOVE Self/others</p> <p>NOTIFY Security</p> <ul style="list-style-type: none"> Call for help from co-workers Call security (38500) Self should remove themselves and others from immediate environment Escalate to local police (911) at the discretion of the employee Send to EDEHS if injured
NOTIFY	<ul style="list-style-type: none"> Direct supervisor 	<ul style="list-style-type: none"> Direct supervisor or ANS Director Security 	<ul style="list-style-type: none"> Notify security, manager, ANS, AOC, risk management, physician, critical events officer, Campus Police
DOCUMENT	<ul style="list-style-type: none"> Documentation in a note in EHS 	<ul style="list-style-type: none"> Documentation in a note in EHS Report via PSRS if potential for patient harm 	<ul style="list-style-type: none"> EHS note File in EHS Report via PSRS if potential for patient harm
DEBRIEF	<ul style="list-style-type: none"> Offer impacted employees resources for psychological support 	<ul style="list-style-type: none"> Formal debrief with the manager and employees involved Offer employee resources for psychological support 	<ul style="list-style-type: none"> Immediate debrief with impacted employees (psychiatrist, AOC, Critical Event Officer, security, risk management and physician, offer psychological support resources and opportunity to file a police report, equity review



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

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