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MedNet21
 Center for Continuing Medical Education

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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

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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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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



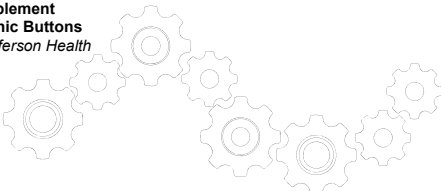
Best Practices

Roadmaps Exist to Mitigate Workplace Violence in Your Organization




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

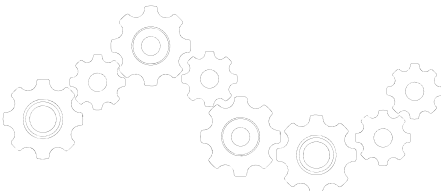


Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization

5 Patient Flagging & Communication
Memorial Hospital and Healthcare Center

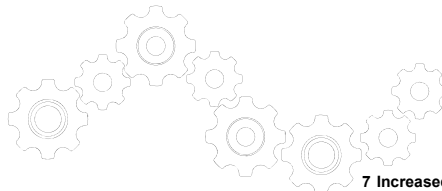


Best Practices
Roadmaps Exist to Mitigate Workplace Violence in Your Organization




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

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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 (OAHS) developed a tool that is considered to be "best practice" when evaluating workplace safety

The OAHS 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.

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

Patient Rights and Responsibilities



Faculty / Staff Resource Tool

WORKPLACE SAFETY

BEHAVIORS

DE-ESCALATION STRATEGIES

UNIVERSAL STRATEGIES

CONTACTS

SECURITY

BEHAVIORAL EMERGENCY RESPONSE TEAM

	EMERGENCY	SECURITY	PROSECUTION
EMERGENCY	911	614-293-9292	614-293-9292
SECURITY	614-293-9292	614-293-9292	614-293-9292
PROSECUTION	614-293-9292	614-293-9292	614-293-9292



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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