

# Workplace Violence

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MCKAY DEE FAMILY MEDICINE RESIDENCY



I have no financial disclosures or conflicts of interest.











# Workplace Violence

- Physical and psychological actions that are intended to cause harm to persons at work
  - Hitting, kicking, slapping, pushing, biting, pinching, spitting, etc.
  - Verbal or written

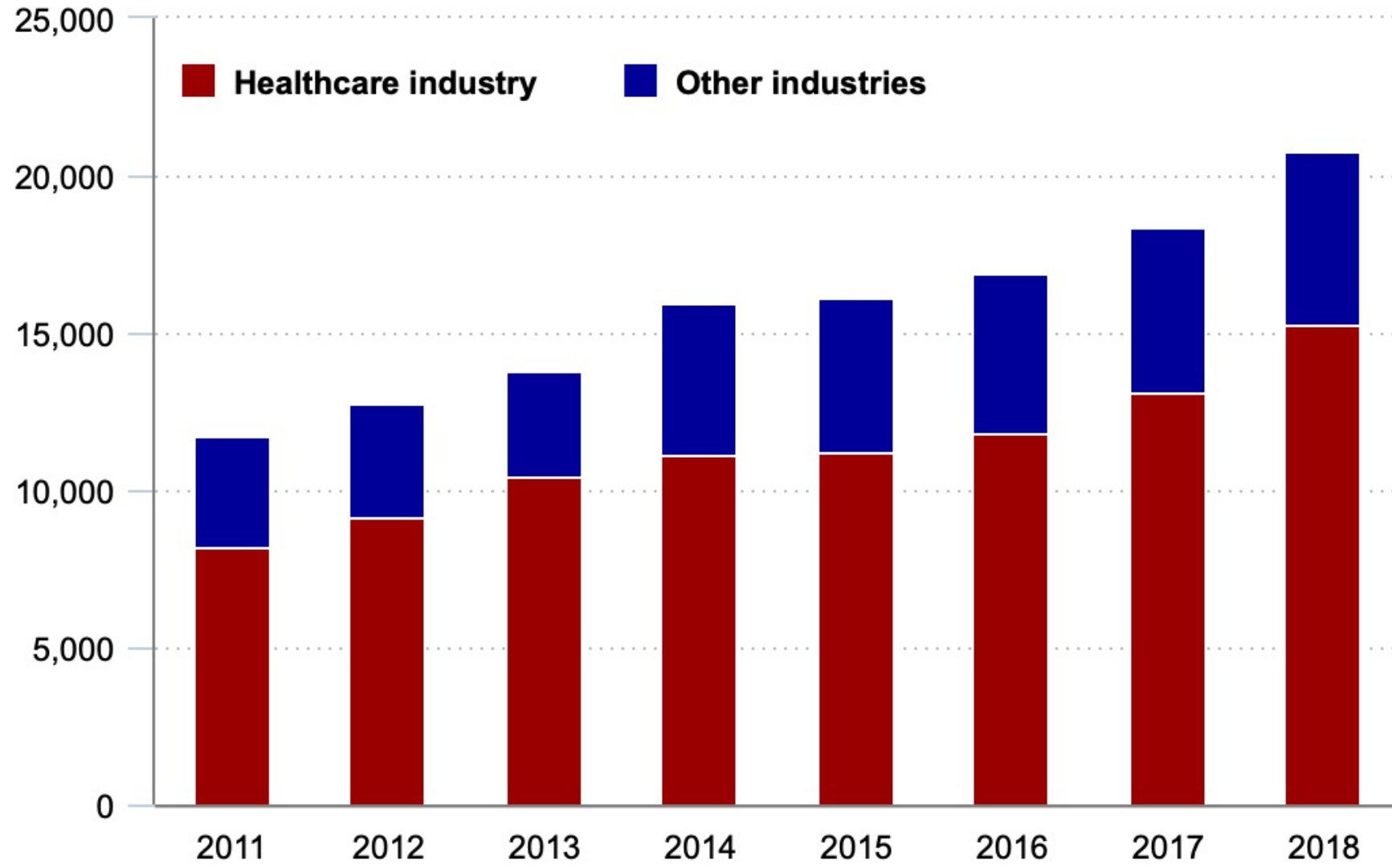




- Estimated 1 in 4 healthcare workers have experienced workplace violence
- Negative consequences
  - Employee physical and mental health
    - Injury
    - Moral
    - Intent to quit job
  - Financial implications
    - Decreased productivity
    - Impact on quality of care
    - Job turnover
    - Sick leave/disability, staff shortages, overtime pay



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

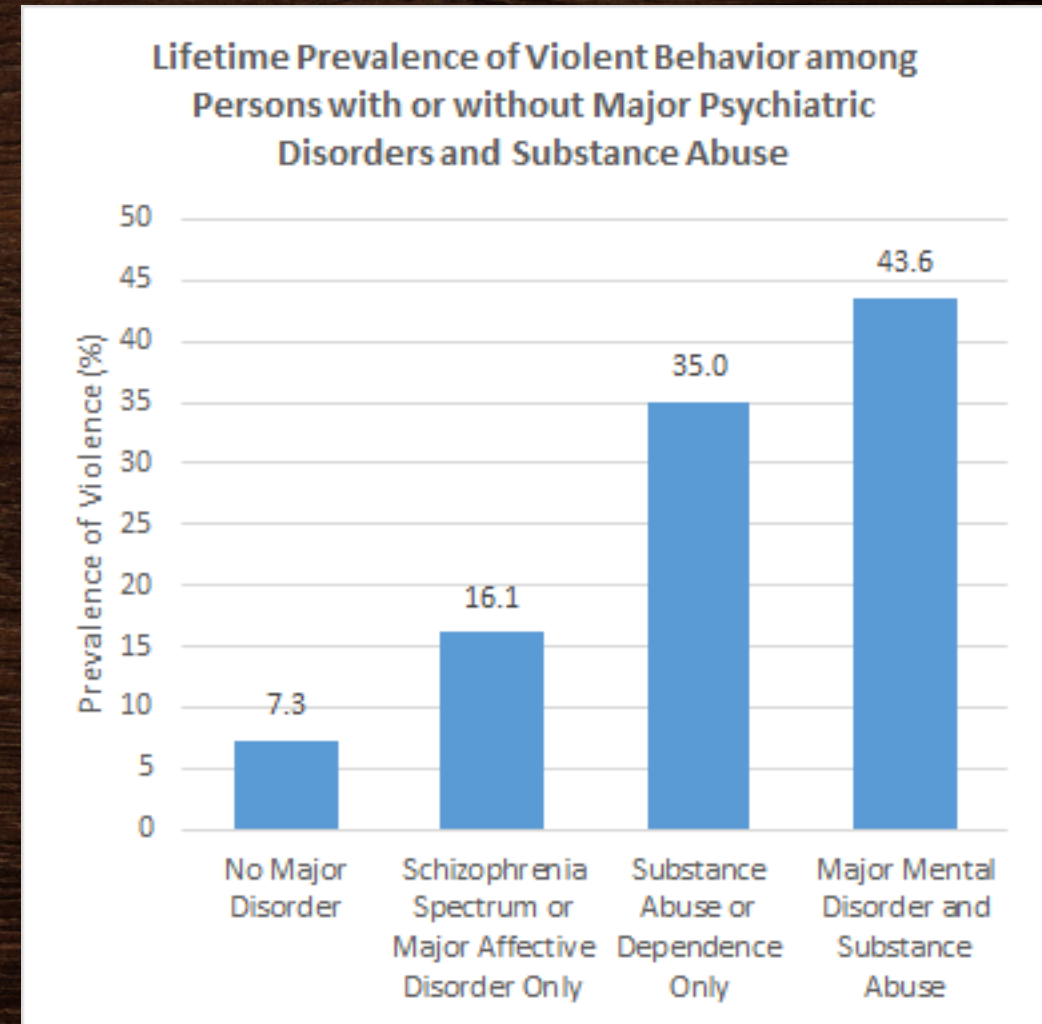


\*Bureau of Labor Statistics: Workplace Violence in Healthcare



# Etiology

- Precipitating factors
  - Challenging situations
  - Substances
  - Medications
  - Infection
  - Psychosis
- Risks for workplace violence
  - Staff shortages
  - Increased exposure
  - Absence of workplace violence prevention programs



\*Center for Disease Control: Clinical Risk Factors for Workplace Violence



# Safety Swarm

- Group gathers to assess situation, create a plan, and make changes to reduce caregiver injuries
- SWARM can be conducted any time an injury occurs in certain categories
  - Slips/trips/falls
  - Needlesticks/sharps
  - Workplace violence
- Caregivers report injuries to Employee Health and manager/supervisor and then the process evolves



**2024 SWARM Basic Info**

Date of 2024 SWARM \*

2024 SWARM Leader Name \*

2024 SWARM Leader EMAIL address \*

How many total participants in your 2024 SWARM? \*

Injured Caregiver Name \*

Job position/title of injured caregiver \*

Date of injury \*

Facility/Type \*  Home  Clinic  Other

Department Name \*

Location of caregiver injury \*

Location of caregiver injury \*

Type of Injury \*

Briefly describe the event \*

Expand

**Investigation details**

**What individual actions or behaviors contributed to the accident? \***

- Knowledge/Competency/Skill
- Consciousness/Attention
- Communication/Use of Information
- Critical Thinking
- Compliance/Motivation
- Other

Check ALL that apply

**Please explain your individual factor findings \***

Expand

**Investigation details**

**What individual actions or behaviors contributed to the accident? \***

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- Communication/Use of Information
- Critical Thinking
- Compliance/Motivation
- Other

Check ALL that apply

**Please explain your individual factor findings \***

Expand

**What external factors made it easy for the caregiver to behave or choose actions that led to injury? \***

- Structure/Resources/ Collaboration
- Culture/Lack of High Reliability
- Process, policy, or protocol usability
- Technology/Equipment
- Environment
- Other

Check ALL that apply

**Please explain your external factor findings \***

Expand

**Action Planning- Teams identify AT LEAST ONE STRONG OR INTERMEDIATE strength action.**

**Action Plan Leader- Accountable for entire plan \***

First name Last name

**Action Plan Leader EMAIL address \***

**Important: Please enter email address EXACTLY as it appears in Outlook. Follow up prompt cannot be sent if email address is incorrect.**

Required: Action Plan Leader will receive a follow up email in 30 days to track progress

**How many action items will you enter?**

1

2

3

4

5

reset

**Monitor & Close the Loop**

HOW will you measure effectiveness and/or

**WHO will close the loop with the injured caregiver when your action plan is complete? \***

First name Last name

**OSHA REPORTING**

**Did this injury require REPORTING to OSHA within 8 hours? \***  Yes  No

reset

Fatalities, disabling, significant and serious injuries or illnesses. Consult Employee Health and/or Safety/Security if questions

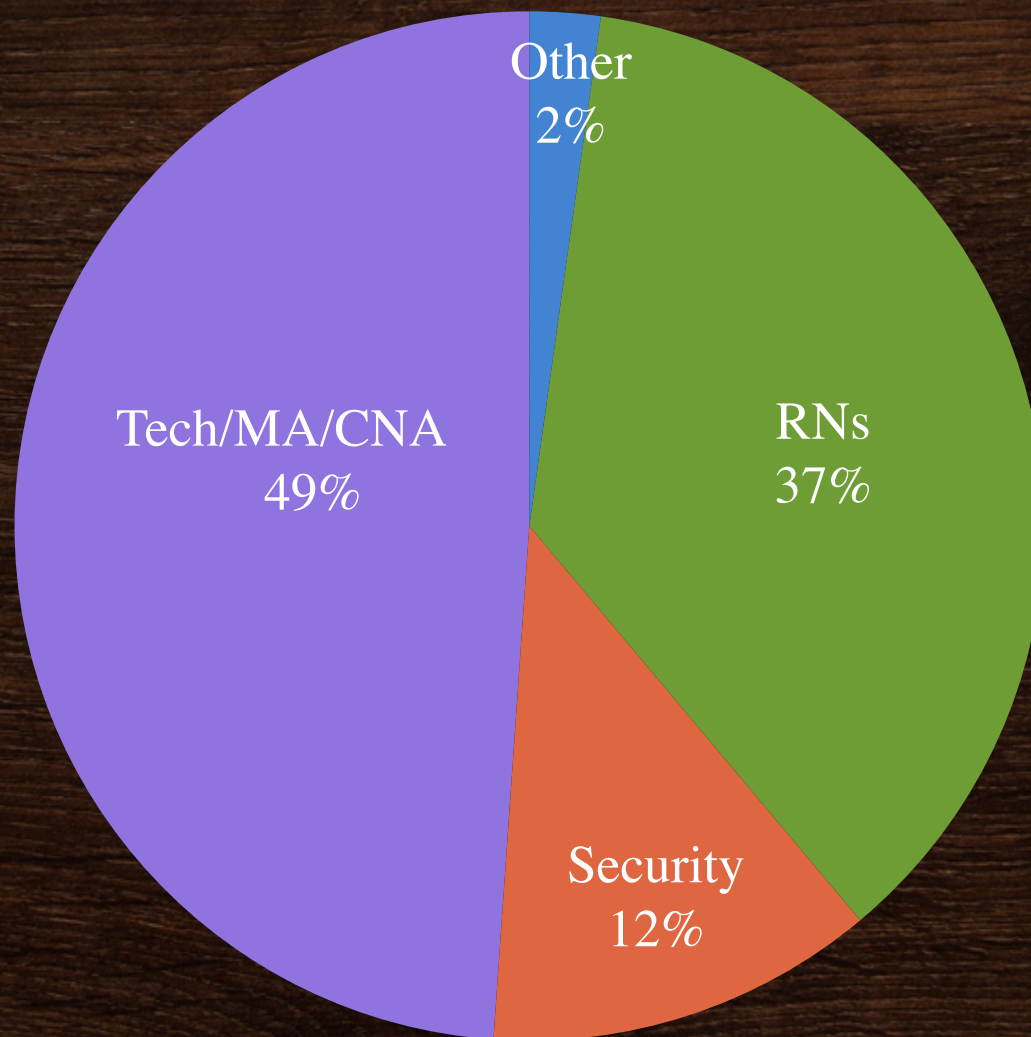


# How can we help?

- Objectives
  - Understand patterns of workplace violence
  - Identify reasons for underreporting
  - Propose actions for interventions
- Study
  - Retrospective analysis of reported workplace violence incidents at McKay Dee Hospital in 2021
- Data
  - Injury
  - Location
  - Job position of caregiver
  - Precursors to event

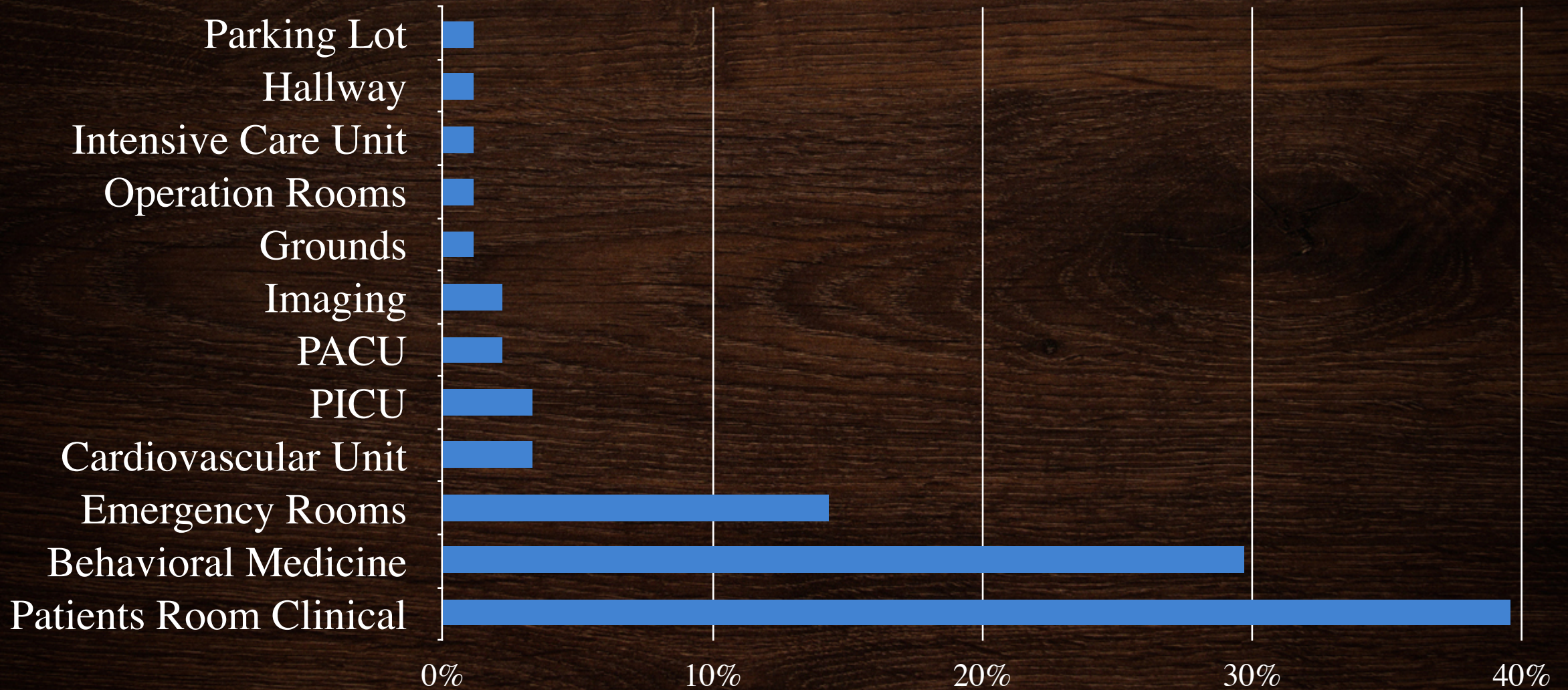


# Injuries by Job



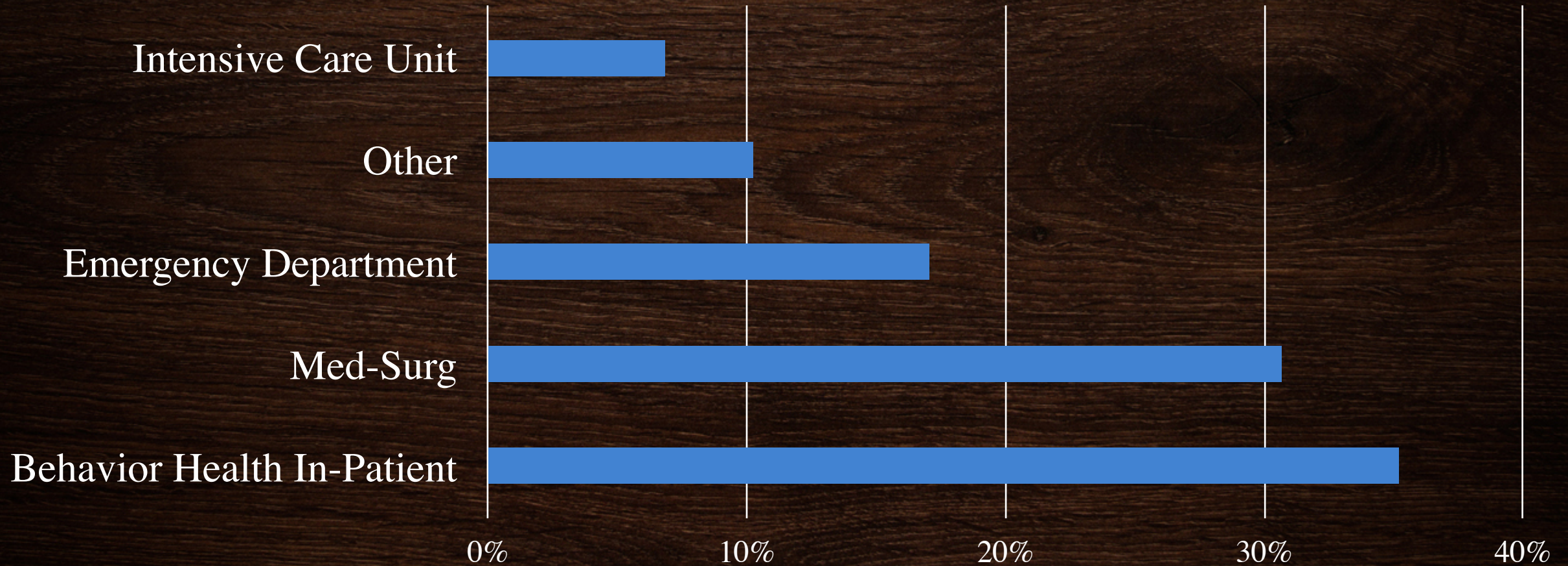


# Injuries by Location



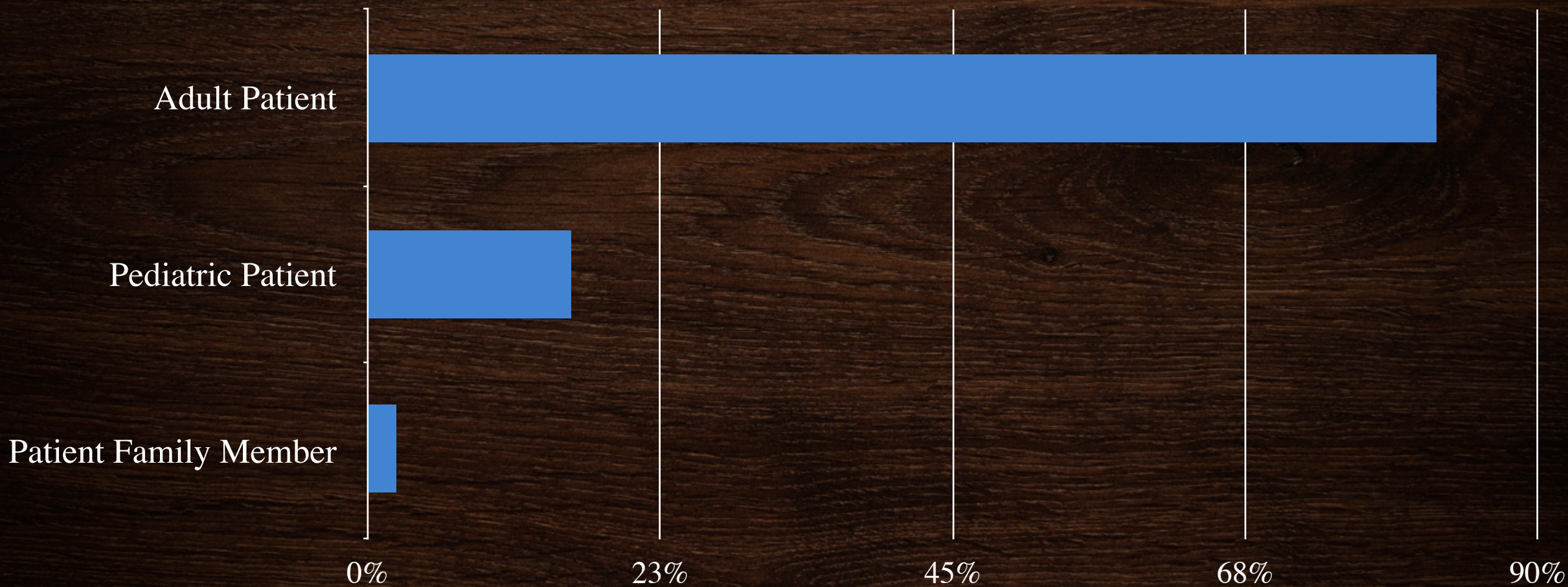


# Caregiver's department



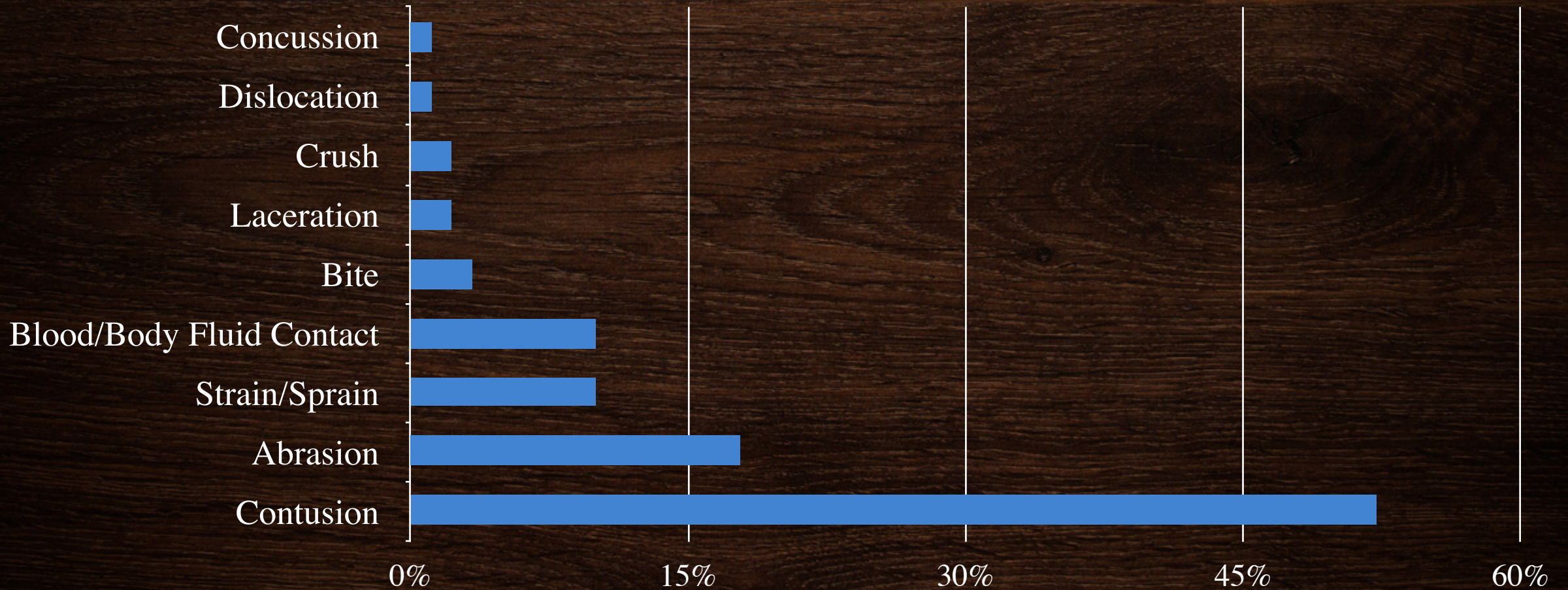


# Who caused the injury?



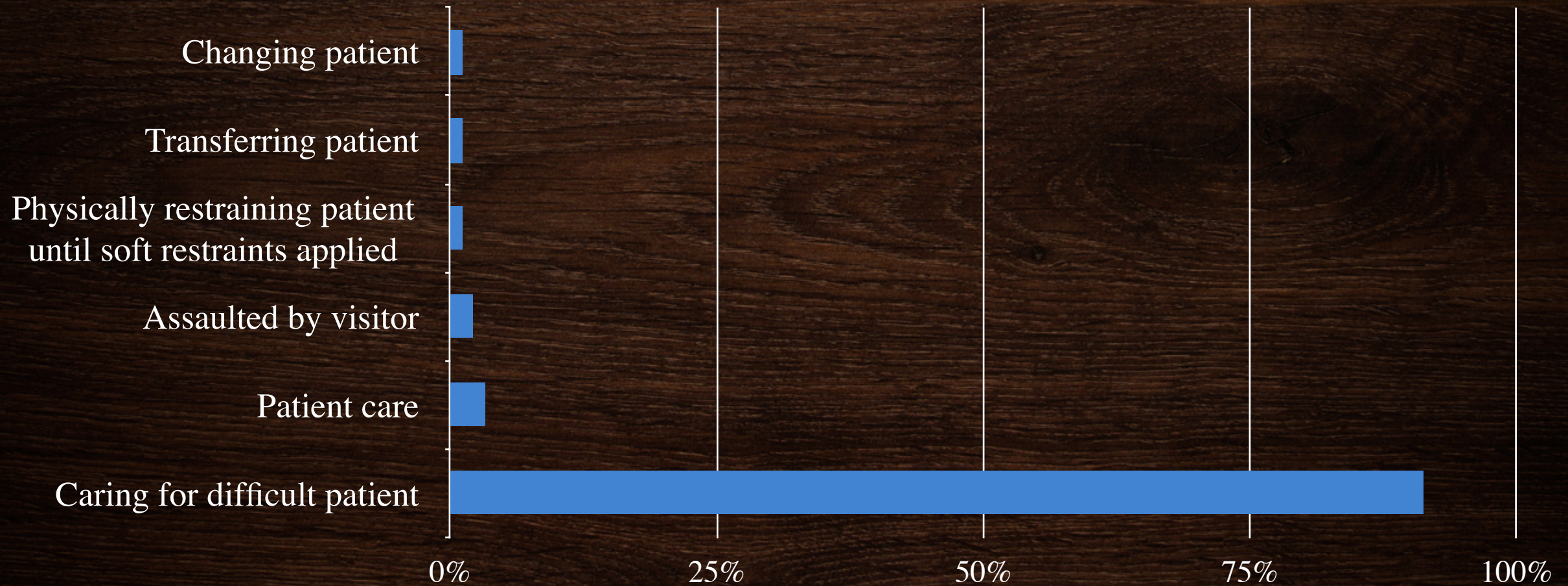


# Type of Injury



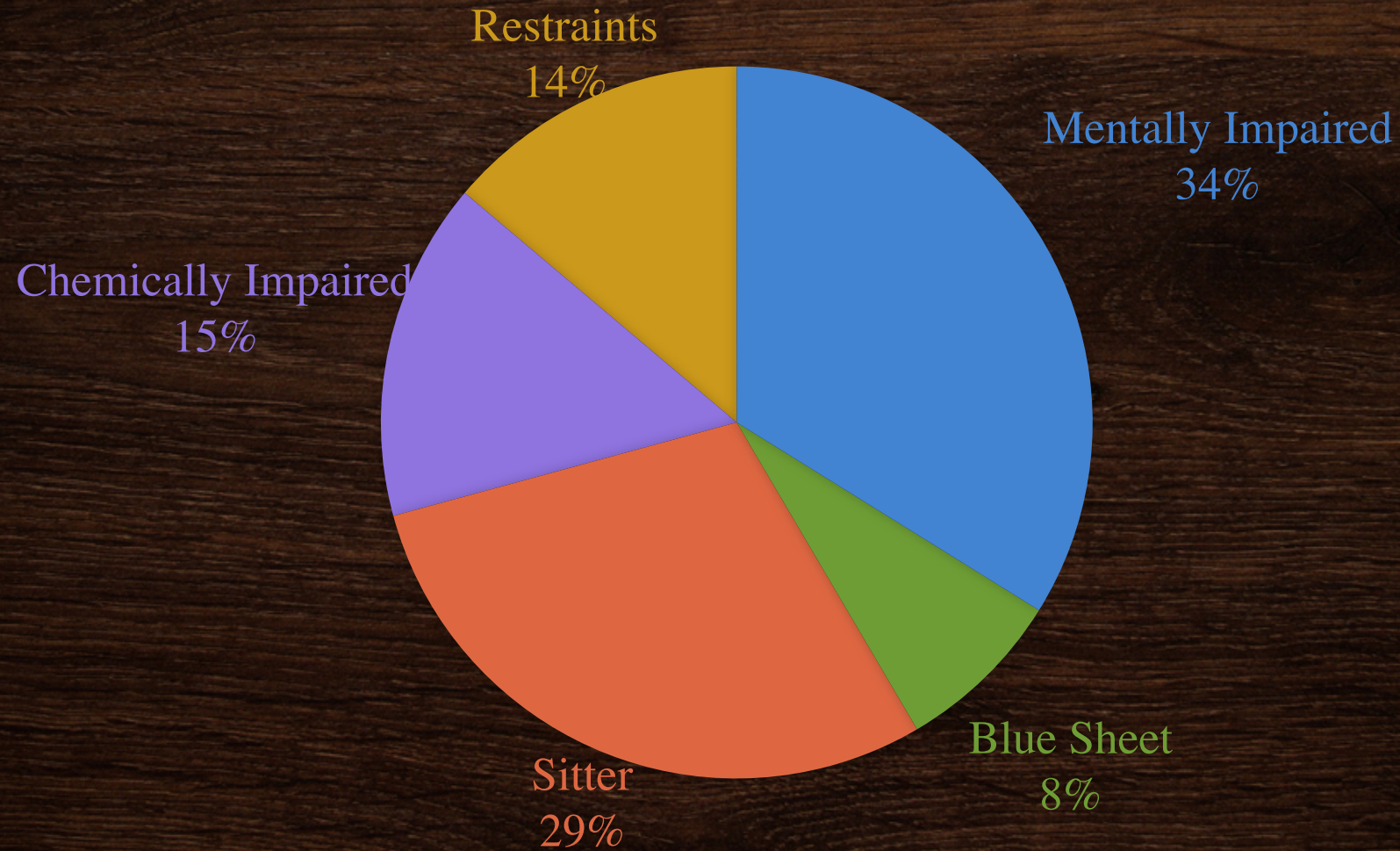


# Patient care activity





# Precursors to the injury





# Caregiver poll

- Interventions
  - Get help sooner
  - Physically step back
  - Recognize signals earlier
- For not reporting
  - Paperwork
  - Fear of risk to them or patient
  - Expectation of their job
- For not calling for help sooner
  - Not enough staff
  - Escalated too quickly





# Interventions

- Current
  - Green sheet outside doors, CODE GREEN, chart notification
  - Training
- Future
  - Simplifying reporting
  - Simulated de-escalation training
  - Legislation



## Disruptive Behavior Warning - Caregiver Safety Alert

This patient, or a person accompanying this patient in previous visit, demonstrated disruptive, threatening or violent behavior.

Review the patient history and assess what additional support is needed when caring for this patient. [Review the Recognize and Respond Guideline](#) for your facility to assist you in this decision.

Most recently charted behavior description: **Threatening to harm staff, threatening body language, pulling off lines, refusing care**

Most recently charted de-escalation steps: **brought wife in to talk about patient concerns, used translator Ipad to better communicate, resident talked with patient and came to an arrangement.**

Close alert and show again next time this chart is opened



# Key Findings

- Caregiver injuries are underreported
- Caregivers sitting in patient rooms have the highest exposure and we should ensure adequate training to handle situations effectively and prevent injuries
- Injuries are occurring throughout the hospital, including high risk areas of ED and behavioral health
- Workplace violence is not part of the job



# Acknowledgements

- Healthcare workers
- Workplace violence team
- Dr. Madsen and Dr. Campbell





# Resources

- “Clinical Risk Factors.” Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 7 Feb. 2020, [https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit3\\_7](https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit3_7).
- “Fact Sheet | Workplace Violence in Healthcare, 2018 | April 2020.” U.S. Bureau of Labor Statistics, U.S. Bureau of Labor Statistics, <https://www.bls.gov/iif/oshwc/cfoi/workplace-violence-healthcare-2018.htm>.
- Muoio, Dave. “Wisconsin, Utah Governors Sign Bills Penalizing Violence, Threats against Healthcare Workers.” Fierce Healthcare, 24 Mar. 2022, <https://www.fiercehealthcare.com/providers/wisconsin-utah-governors-sign-bills-penalizing-violence-threats-against-healthcare>.
- “Safety Swarm Form.” New Safety Swarm Online Form, <https://intermountainhealthcare.org/redcapsurveys/surveys/?s=YJELT4DTPE>.