Measurable results: Reducing staff injuries on a specialty psychiatric unit for patients with developmental disabilities – interventions to prevent Workplace Violence

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Specialty Psychiatric Unit (Developmental Disability and Psychiatric Illness)
• Co-occurring illness
  – Autism, Intellectual Disability, Language Disorder
  – PTSD, Mood Disorder, Impulse Control Disorder
• Acute inpatient psychiatric unit – 10 beds
  – 10 beds within 80 bed inpatient system
• 8 patient average daily census
• Ages - 8 years through 17 years
• Male and Female (70% male)

Clinician Injuries from Physical Aggression
• Common injuries weekly:
  – Scratches – arms, hands, neck, face
  – Bites – arms, hands, shoulders
  – Strikes – head, arms, torso, knees
    • Weapon may reflect: Fist, Open Hand, Feet/Kick, Head-butting, Object
• “OSHA Recordable”:
  – Bites – Resulting in potential Blood Borne Pathogen Exposure
  – Broken Nose
  – Knee Injuries resulting in restricted duty

Method
• Quality Improvement Initiative
  – Key Driver Diagram – Strategy Map
    • Reduce All Staff Injuries
    • Eliminate all OSHA Recordable Injuries
  – Run Charts and Days Between Charts
  – Plan, Do, Study, Act (PDSA cycles)
    • Adapt, Adopt or Abandon

Baseline Locked: 2.2
Cycle 1: 1.82
Cycle 2: .5
Cycle 3: 1.42
Plan, Do, Study, Act (PDSA):

- Buddy System- Abandon
- "Universal Precautions"- Adopted
- Risk of Violence Huddle/Protocol- Adopted
- Critical Incident Reviews- Adopted
- White Board- Adopted
- Patient Binders- Adopted
- Personal Protective Equipment Bundle- Adopted
  - P3SW Initial Assessment- Adopted
  - Protective Equipment Decision Key- Adopted
- Situational Awareness- Adopted

Risk of Violence Huddle

Visible System

- Dry Erase Board
- Posting Performance Improvement Data
“Our work is not complete...unfortunately injuries are the measure that let us know”

**Next Steps**

- Spread bundle of interventions throughout Division of Psychiatry and Children’s Hospital Organization
- System Risk Identification
- Predict and Respond when “system of patients” change

**Conclusion**

- April 2011 – “Getting scratched and hit is just part of the job” – Judy Imhoff, RN, Cincinnati Children’s Hospital
- April 2012 – “Maintaining staff safety is like trying to lose weight. You don’t just go on a diet, you have to change your lifestyle” – Judy Imhoff, RN, Cincinnati Children’s Hospital