Increased ED Violence

Violence in the community is spilling into the emergency Departments (ED’s) across the United States.

The Beginning

2003 a violent triage incident that led to the beginning of a multidisciplinary approach to ED workplace violence.

2003 Staff Survey

- All ED staff with direct contact with patients
- Perception of safety
- Questions regarding personal experience with verbal and physical abuse
- Management and Security response/support

Results

Staff did not feel safe

Security analysis

Security analysis of the ED with the assistance of the Covington Police was performed.
Findings of the survey and security analysis were presented to Nursing Administration and the Director of security.

Interventions

- Multidisciplinary WPV Taskforce formed to confront the issues of violence in the Covington ED
  - Nurses
  - Physicians
  - Registration clerks
  - Radiology Techs
  - Social service
  - Lab techs/ nursing assistants
  - Security
  - Nursing management

Interventions

- Further established relationship with local law enforcement
- Increased security presence in the ED
- Physical security enhancements
- Post incident debriefings
- Flagging violent patient charts while maintaining confidentiality
- Implemented Levels of Awareness
- ED staff education
- Workplace Violence Policy

Levels of awareness

- Leveling system used to enhance staff and security awareness of potentially violent patients and/or situations
- Collaboration between ED staff and security staff to improve safety
- Enhances relationship between ED staff and security staff

Staff Education

Education emphasized that with heightened awareness and early intervention, violent situations may be avoided, diffused and/or better managed.

Customer Service Goal

To provide a safe healing environment for our patients, visitors and staff.
1236 licensed beds
6500 associates
4 hospital based ED and 1 free standing ED
208,590 ED visits in 2011

St. Elizabeth Healthcare

Education
De-escalation and secure training now for all staff with direct patient care
Workplace Violence Education computer based learning module for all staff
Critical Incident Stress

Program Growth

Workplace Violence Education Computer Based Learning module
Awareness as measured by staff completions of CBL increased from 72 in 2005 to 4,620 in 2011

Program Growth Outcome

Implementation of workplace Violence Incident reports
2008- Covington ED
2009- Edgewood ED
2011- Ft. Thomas and Florence ED’s
2012- House wide all St Elizabeth Healthcare facilities

Program Growth

2009 formation of housewife committee
Nursing
Security
Safety
Risk Management
Registration
Social Service
Employee Health
Human Resources
Employee Assistance program

House wide Interdisciplinary Workplace Violence Committee

Outcomes
Increased staff awareness and education of workplace violence
Increased reporting and awareness of workplace violence
Strong relationship with local law enforcement and security staff
Workplace violence consideration in facility design
Increased safety for patients, staff and visitors
Workplace Violence Policy
Kentucky State Government

- Approached Senator John Schickle in 2011 about increasing the penalty for assaulting an ED healthcare worker
- Assisted in designing SB-22, then the revised SB-58
- Testified before the KY Senate and the House of Representatives
- Garnered support from the KY Hospital Association, The KY Police Chiefs Association, The KY and National Emergency Nurses Association, The KY College of Emergency Physicians, The KY Domestic Violence Association, St Elizabeth Healthcare and ED nurses across the state

Kentucky State Legislation

Senate Bill 58 which supported tougher penalties for assaulting an ED healthcare worker passed unanimously through the KY General Assembly and was signed by the Governor on April 11, 2012

Community Involvement

A multidisciplinary and community approach to healthcare violence is effective in addressing issues of healthcare violence because it increases awareness not only within the hospital but the community as well.

Implications

The involvement of state and local law enforcement is imperative in order to ensure safety, enforce the law, and make changes that directly affect the amount of violence in the community it serves.

Implications

House wide Workplace Violence Conference Committee Members

- Linda Robinson, Chair ED Workplace Violence taskforce
- Theresa Vietor, Nurse Manager Edgewood Emergency department
- Michael Kraft, Director of Security
- Joseph Rectenwald, Director of Risk Management
- Lisa Blank, Human Resources

References


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