INTEGRIS

Workplace Violence on Medical Professionals

IS 2019 71 Interim Study: October 21, 2019

Strategic Planning

Global Strategy: Evidence-Based Practice   **Pillar:** Safety   **Initiative:** Caregiver Safety/Workplace Violence   **Owner:** Brian Roberts   **Date:** 10/8/2019

Strategy or Initiative: (Statement of Strategy or Initiative.)
Culture of Safety - Workplace Violence: Successfully increase awareness of, preparedness for, and response to workplace violence.

Background: (Why are we looking at this?)
There has been a shift over multiple years across the state which has resulted in decreased funding for mental health, coupled with reduced prosecution of, and penalties for drug related offenses. There is a likelihood that these shifts can be attributed in some capacity to increased instances of disturbances and violence in the healthcare setting. This is concerning as it is already recognized that 75% of all workplace violence reported Nationally occurs within healthcare...and is likely appreciably underreported.

Our Caregivers are our greatest resource, protecting them, our patients, and visitors from violence, while providing a safe environment for healing is in line with our values of Love, Learn, and Lead.

Current Situation: (What problem are we trying to solve? What is the current performance? Current Standard?)

While INTEGRIS has established a strong foundation in Public Safety, there is still much to be done to reduce the risk of, preparedness for, and response to workplace violence.
Strengths:
- Video Surveillance (>1,200 cameras system wide).
- Access Control (>1,700 points of controlled access system wide).
- Security Staff capabilities.
Opportunities:
- Consistent Caregiver Training Program related to recognition of escalating risk, and de-escalation/protective techniques.
- Proactive and appropriate identification of those who may cause harm to our Caregivers.
- Post event support of/for Caregivers.
- Exploration of the potential for the organization to press charges against the aggressor, instead of the Caregiver in appropriate instances.
- Relationships with and expectations of Law Enforcement Agencies.
- Proactive deterrence/detection of illegal drugs on our campuses.
- Engage in Legislative efforts to increase WPV protections for Healthcare Caregivers.

Caregiver Assaults by Unit Type (system) as of YE FY19
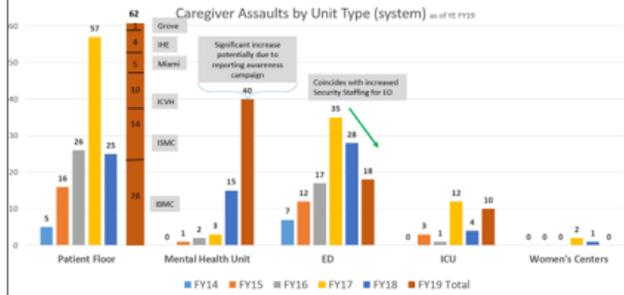
Future State/Target Statement: (What will the future state look like? How will we measure success? Use descriptive statements here – e.g. Increase the number of ideas implemented by INTEGRIS Caregivers to 4,000 by end of FY20.)
INTEGRIS recognized as a leader for WPV Prevention in Healthcare. Raising awareness of the opportunity to those outside of our own organization and engaging legislatively to encourage increased resources to prevent Workplace Violence, and to provide greater protections for Healthcare Professionals. This is in addition to executing a Work Plan intended to provide the best means possible for:
- Proactive identification of those who may pose a threat to our Caregivers.
- Deterring acts of WPV.
- Responding to WPV.
- Support of Caregivers who have experienced an act of WPV.
- Educating our Caregivers on recognition, response, reporting, resources.

Plan: (What are the major tactics with timing to implement? – Greater detail is found in the Project Plan using a software tool such as MS Planner, Excel, or Project.)

WORKPLACE VIOLENCE WORK PLAN

Action	Owner	Target Date	Status
Proactive Identification:			
Establish EHR Flagging Capabilities.		2/8/2019	Complete
Identify best practice guidelines for EHR Flagging system.		2/8/2019	Complete
Select validated patient violence risk assessment tool, define workflow, and interventions.		2/8/2019	Complete
Establish a process control for the Patient Violence Risk EHR Flag to remain at discharge.		2/22/2019	In Progress
Establish patient risk assessment tool with interventions.		3/26/2019	Complete
WPV Committee to evaluate Edie Platform (Collective Medical).		3/28/2019	Complete
Meeting with core WPV team to review EHR flag.		8/14/2019	Complete
ITS will create Epic build based on the WPV Committee's recommendations.		10/1/2019	In Progress
ITS will identify display option for EHR Flag: Advisory tab, icon/flag in banner bar, or patient demographic field.		10/1/2019	In Progress
Explore Creation of multidisciplinary Threat Assessment Team		11/1/2019	In Progress
EHR Flagging Go Live		1/1/2019	Tracking
Deterrence:			
IH K9 Officer Program Development.		FY20	In Progress
Autonomous Robot Program Development.		FY20	In Progress
After-Hours Visitor Check-In Software & Protocols Pilot. (Currently evaluating applications of this type of program).		FY20	In Progress
Refresh of Site Security Assessments.		FY20 Q2	
Use of Drones To Monitor Parking Lots/Campus.		FY21	
Metal Detector Pilot for Emergency Departments.		FY21	
Response to Workplace Violence			
Implementation of Safe Signal Alert System for Home Health/Hospice Caregivers		May, 2019	Complete
Caregiver Pamphlet Creation/Post-WPV Event.		10/1/2019	In Progress
Policy Review to add structure following WPV Event.		Begin in Sept.	
Evaluation of WPV Effects on Home Health/Hospice Caregivers and review/development of appropriate procedures and protocols for Caregiver Safety in those environments.		Begin in Sept.	
Legislative & Public Policy Efforts			
Develop Legislative Session Strategy for IH involvement/engagement with efforts to support improved protections for Healthcare Professionals, and increased availability of preventative resources including expansion of Mental Health Services available.		Fall 2019	In Progress
WPV introductory discussion with Senator Weaver.		Oct, 2019	In Progress
Benchmarking			
Participate in Leadership Institute's Security and Workplace Safety Affinity Group (first occurrence 8/23).		8/23/2019	In Progress
Schedule benchmarking conference call w/ Mayo via Ed Hamilton		Nov, 2019	In Progress
Participate in Vizient WPV Benchmarking Study.		10/1/2019	Complete

1,3,5 Year Leading/Lagging Indicators: (Lagging Indicator: Easily measured outcome metric (KPI) that relies on process metrics to improve, e.g. weight loss. Leading Indicator: Process metric that drives performance of a KPI, e.g. calories in.)

1, 3, 5 Year Leading and Lagging Indicators

	Baseline: FY19	FY 2020	Current Performance	FY 2022	FY 2025
Leading Indicators					
Number of Disturbance Calls	900	Monitor perf. VS FY19	201 as of 9-30-19	TBD	TBD
Total Number of Hours of On-Site Security Presence for 24 Hour Period	210	218	210 as of 9-30-19	228	252
WPV Training Hours for Caregivers	1,605	≥ FY 19	In-Process	TBD	TBD
Lagging Indicators					
Caregiver Assaults	165	Monitor perf. VS FY19	67 as of 9-30-19	TBD	TBD
Number of Assaults Resulting in Caregiver Injury	25	Monitor perf. VS FY19	16 as of 9-30-19	TBD	TBD
Percentage of Assaults Resulting in Criminal Charges Being Filed	10% (17 cases)	Monitor perf. VS FY19	25% as of 9-30-19	TBD	TBD
Number of Drug Law Violations	73	Monitor perf. VS FY19	10 as of 9-30-19	TBD	TBD

Results: (Results, Observations. What is your progress toward the goal/target? What is your next step—PDSA cycle/experiment?)

Caregivers Assaulted
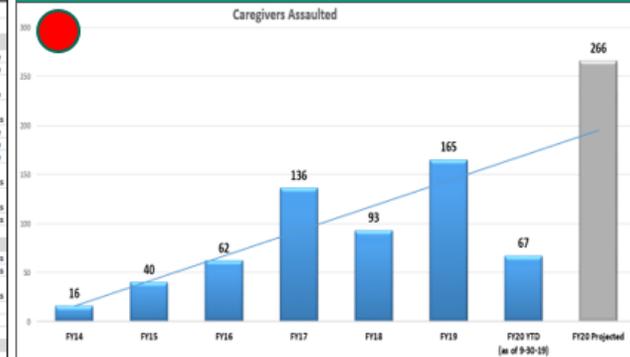
- Caregiver Assaults in the EDs are down, timing of the downward trend coincides with development of intentional efforts to increase the visibility and presence of Public Safety in the EDs at IBMC and ISMC.
- Overall trending for Caregiver Assaults is up for the organization, this could be as the result of increased awareness of the importance of reporting by our Caregivers, and actual increase in frequency due to a variety of societal, legislative, and governmental factors.
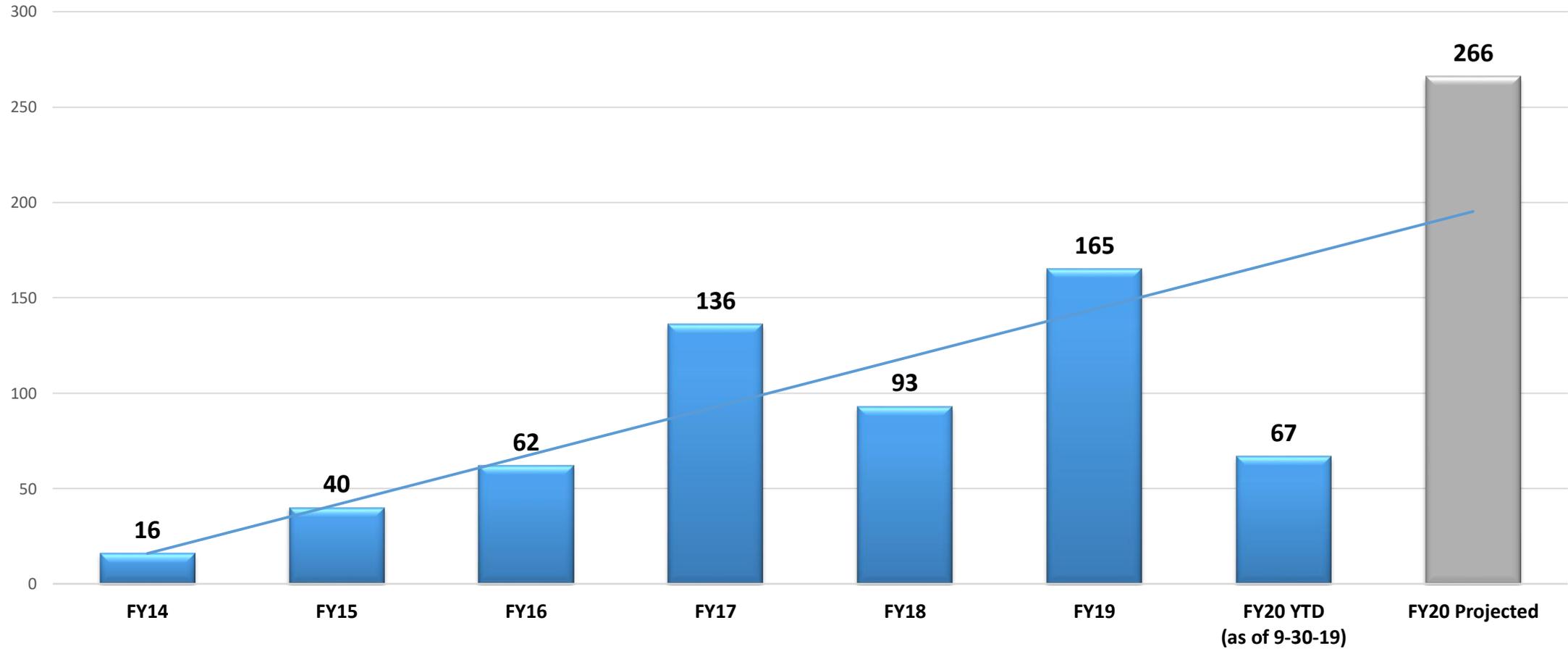
Return to Green: Greater detail is found in RTG Plan document
☒ Return to Green Plan Attached
☐ No Return to Green Plan Required

Performance Indicators

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1, 3, 5 Year Leading and Lagging Indicators					
	Baseline: FY19	FY 2020	Current Performance	FY 2022	FY 2025
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Lagging Indicators					
Caregiver Assaults	165	Monitor perf. VS FY19	67 as of 9-30-19	TBD	TBD
Number of Assaults Resulting in Caregiver Injury	25	Monitor perf. VS FY19	18 as of 9-30-19	TBD	TBD
Percentage of Assaults Resulting In Criminal Charges Being Filed	10% (17 cases)	Monitor perf. VS FY19	25% as of 9-30-19	TBD	TBD

Caregiver Assaults

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Additional Detail