

Addressing Workplace Violence in Hospitals

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Conflict of Interest Disclosure

Jeanette Mateo reported no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.



Conflict of Interest Disclosure

Dina Marticorena reported no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.



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Workplace Violence Prevention Program

Sutter Medical Center, Sacramento



Jeanette Mateo
Workplace Violence Administrator

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Sutter Medical Center, Sacramento

Workplace Violence Prevention Program

Agenda

- Workplace Violence Data Statistics
- Role of the Workplace Violence Administrator
- Sharing Best Practices
- Program Success
- Defensive Physical Maneuver's
(Interactive participation recommended)

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Workplace Violence Prevention Program

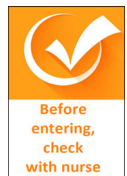
Purpose

The importance of a prevention program is to give the necessary tools in keeping employees as safe as possible.



*Finding the balance between a patient's right to medical treatment and care,
and staff's right to a workplace free of violence.*

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Workplace Violence Data & Statistics

- Workplace violence in a hospital setting continues to rise nationwide
- WPV incidents are still under reported
- Change in culture
- At Sutter Health, data is collected and analyzed for:
 - Annual assessments
 - Workplace violence prevention goals
 - Unit specific areas of opportunities
 - Training purposes

American Hospital Association Reported....

44% of nurses reported experiencing physical violence and,

68% reported experiencing verbal abuse during the COVID-19 pandemic.

Sutter Health
WPV Incidents Reported
2021 vs 2022

Increased by 87% ↑

Sutter Medical Center, Sacramento
WPV Incidents Reported
2021 vs 2022

Increased by 65% ↑



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Best Practice

Purpose of the Overall Program and its WPV Administrator



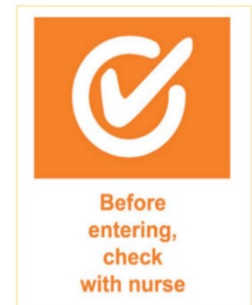
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What is Workplace Violence?

“Workplace violence” means any act of violence or threat of violence that occurs at the work site. The term workplace violence shall not include lawful acts of self-defense or defense of others.

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury;
- An incident involving the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury;

Being a Victim of Workplace Violence is Not Part of Your Job!

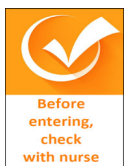
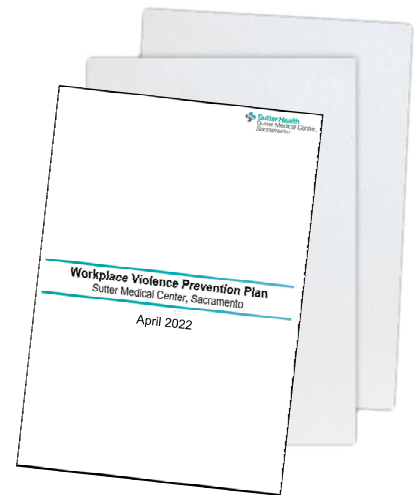


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Workplace Violence Prevention Plan

Implementation of a WPVP plan:

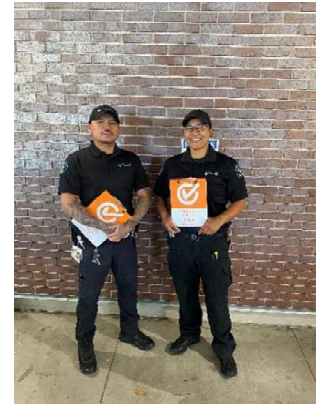
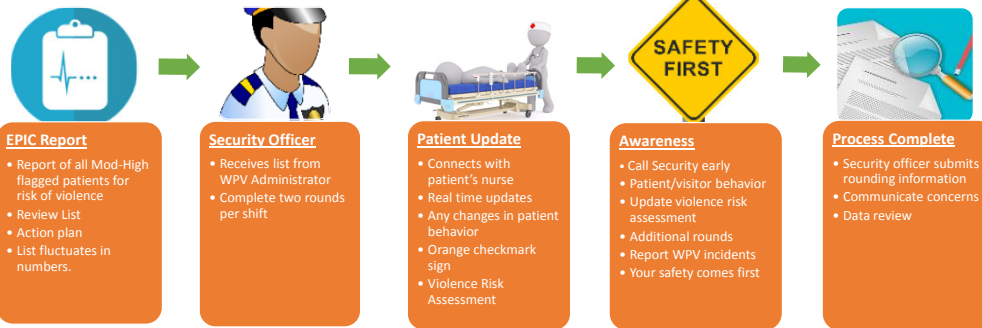
- Plan review & implementation
- Reporting
- Investigations and Review
- Data collection/recordkeeping
- Training



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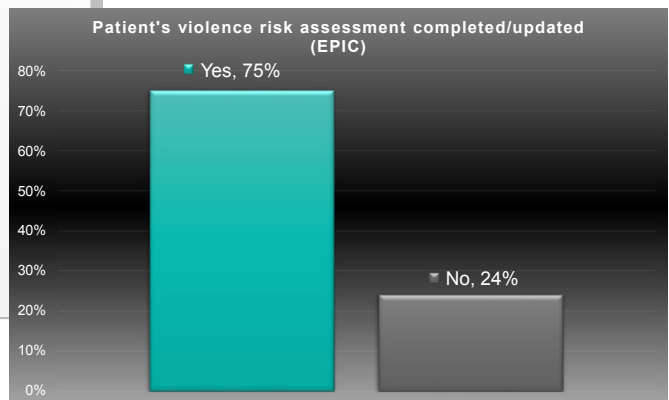
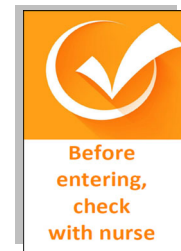
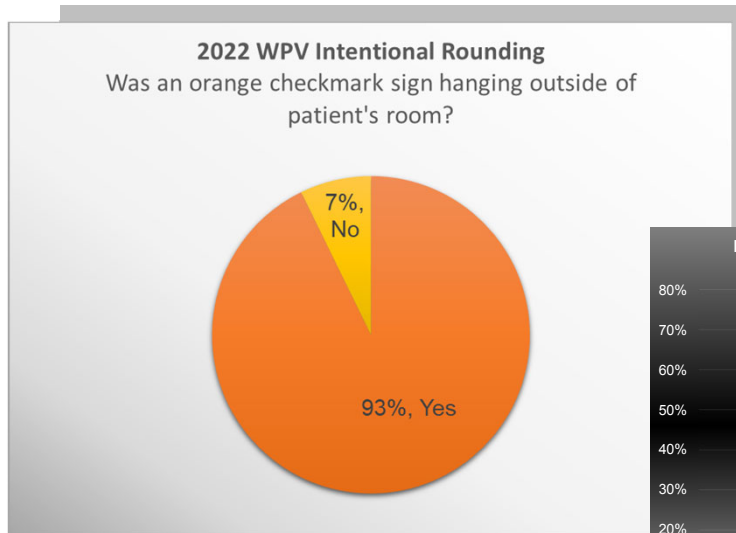
Best Practice

WPV Intentional Rounding Process



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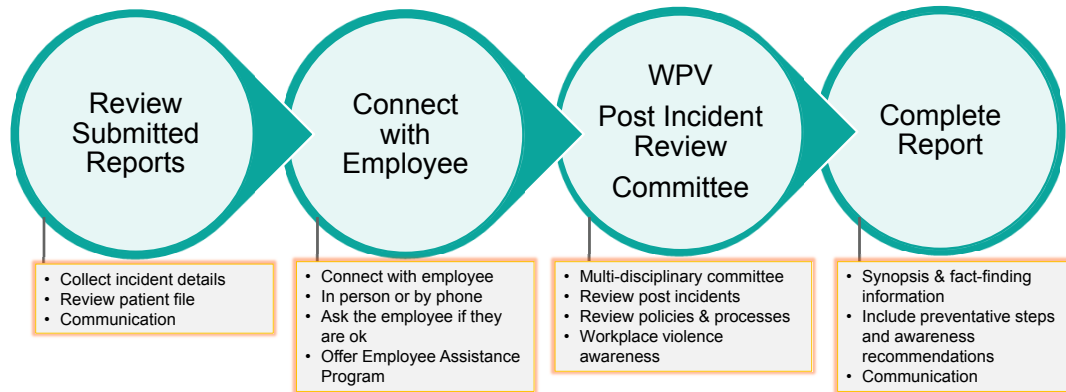
WPV Intentional Rounding Process



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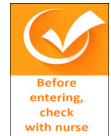
Best Practice

Workplace Violence Reports: *Investigation & Response*



Examples of WPV Preventative Steps and Awareness Recommendations

- Keep safe distance between you and the patient/visitor.
- Orange checkmark sign posted outside of patient's room.
- Awareness around change in patient/visitor behavior.
- Communicate to Unit/clinical staff on patient's potential risk for violence.
- Call security officers early and often.
- Call local law enforcement.



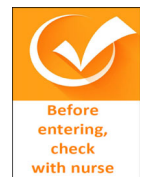
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Best Practice

WPVP Post Incident Review Committee Meeting

Purpose of Meeting: *The SMCS Workplace Violence Post Incident Review Committee will meet to review the incident investigations and ensure that the appropriate post-incident response measures have been or are being implemented.*

- *Committee meets weekly*
- *WPV, Administration, Nursing Leadership, Emergency Mgmt, Security, Quality/Risk, Safety, Nursing Specialist, HR*
- *Appropriate response measures or action items*
- *General awareness on incidents occurring onsite*
- *Policy and process review*
- *Data review*
- *WPVP Plan review*



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Best Practice

Situational Awareness

Safety Considerations At Work



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Safety Questions & Considerations

Who Can Hurt Me? 	Bed A & B Knowledge	Always Ask Permission
What Can Hurt Me? 	Knock and Announce	Patient Comfort Level
How Can I Get Out? 	Security Stand-by	Remain Alert

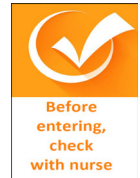
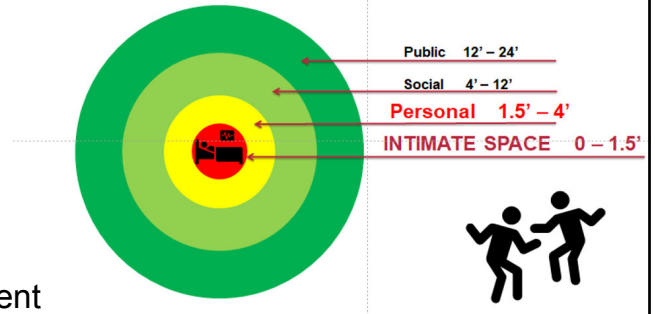
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Maintaining Safety with our Patients

- Violent, confused, or altered
- Recommend two staff members
- Work from safe side of bed
- Awareness of change in behavior
- Complete/update violence risk assessment
- Call security early and often

Personal Space



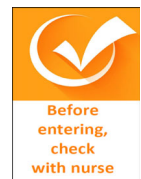
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Program Success

Why is Sutter's program so successful?

- Implementation across the Sutter Health System
- Dedicated program ownership at the hospital level
- Improved communication
- Building partnerships with key stakeholders, clinical staff, and security
- **WPV Intentional Rounding Process by our security officers*
- Improved customer service and empathetic treatment of victims
- Staff safety
- Implementation of processes (best practices)
- Be a resource to all staff
- Data-driven decision making



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Defensive Physical Maneuvers



Sutter Health

Dina Marticorena
Security Officer

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Defensive Physical Maneuvers to Practice

Defensive Stance

Arm Grabs

Clothing Grabs

Hair Pulls

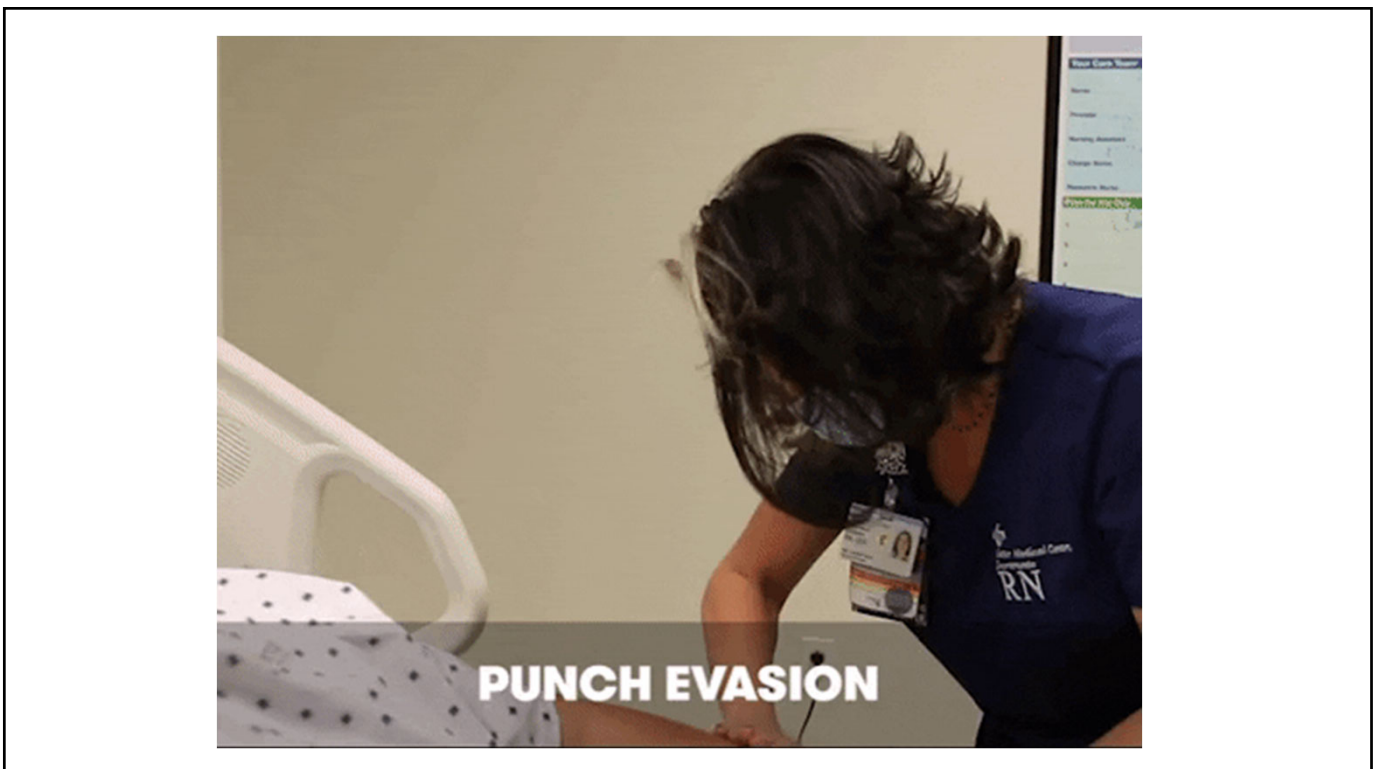
Punch Kick

Chokes

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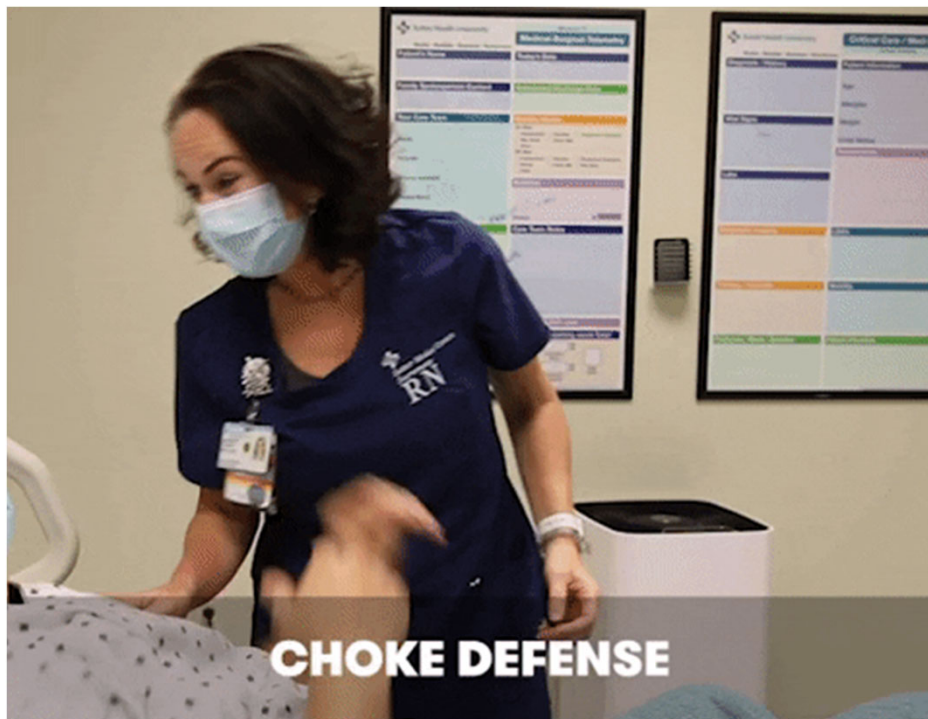
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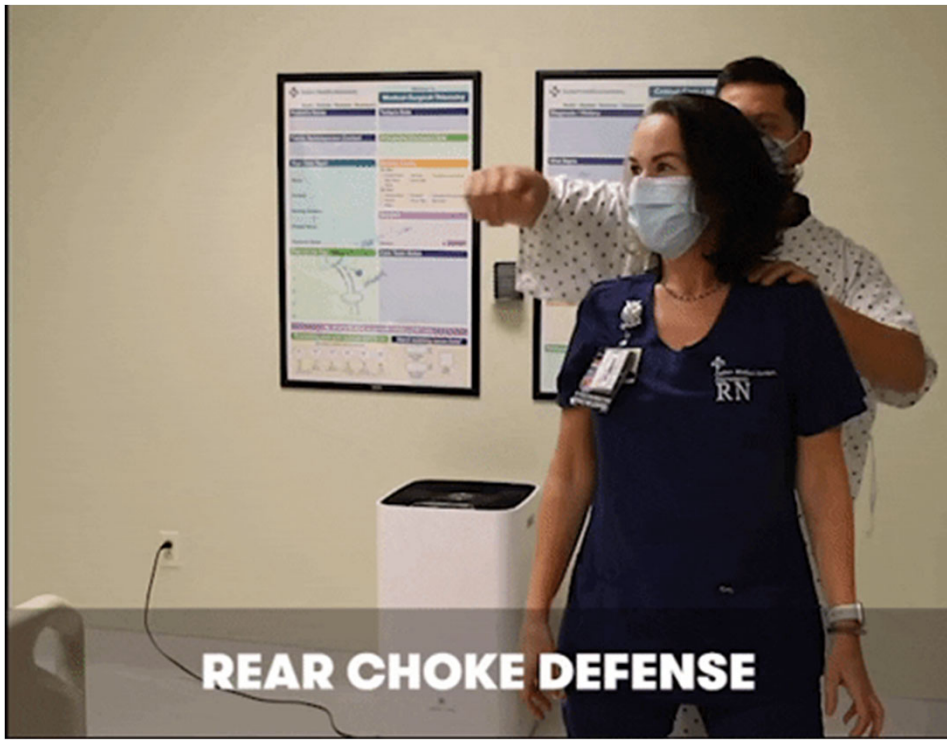
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Questions

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Thank you

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