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Workplace Violence Prevention at MedStar Health

Data & Initiatives

Pegeen Townsend, MSH VP for Government Affairs
Christina Hughes, MS, BSN, RN, NRP, CHEP, MSH VP for Emergency Preparedness
Mark Marino, MSN, RN, MSH Director for Workplace Violence Prevention Programs

Data

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Data Collection & Types

- Occupational Health Data- events reported to OH
- OSHA Recordable- events that meet federal reporting requirements
- rL Solutions Patient Safety Event (PSE) Reporting System- internal system for capturing safety events

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Workplace Violence PSE Overview

- Broken down into ten categories

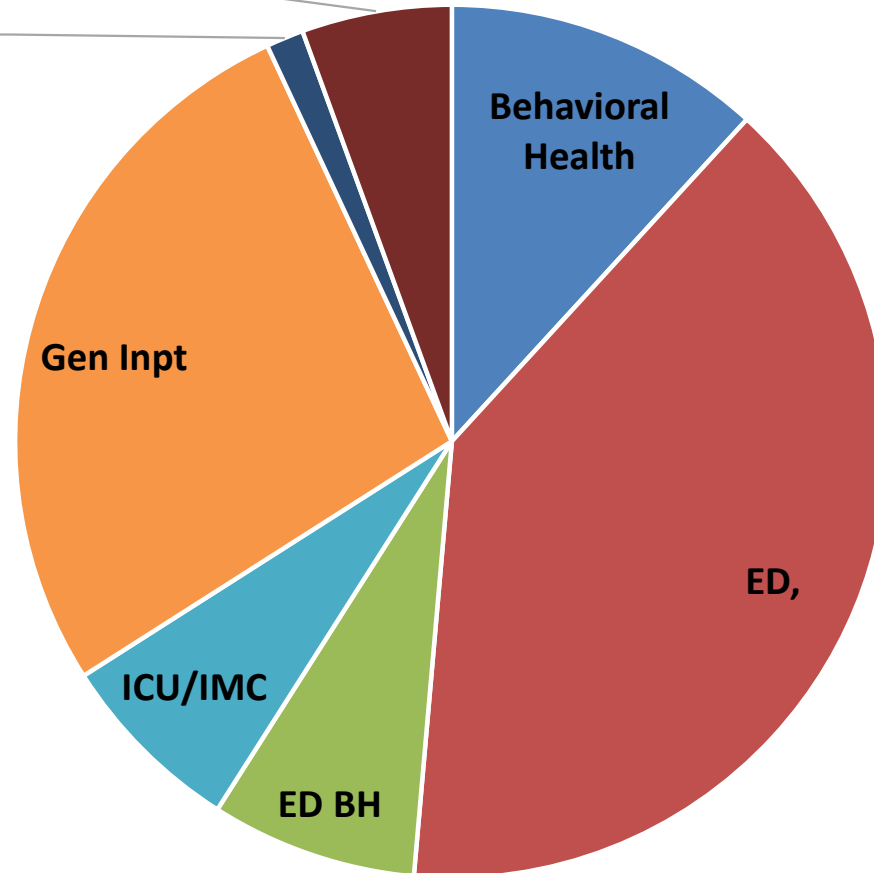|		
Agitation/Aggression	Patient or Family Violence	Patient on Patient Violence
Physical Assault	Sexual Assault	Threats by Patient
Threats by Family/Visitor	Verbal Assault	Weapons Found
Stalking		

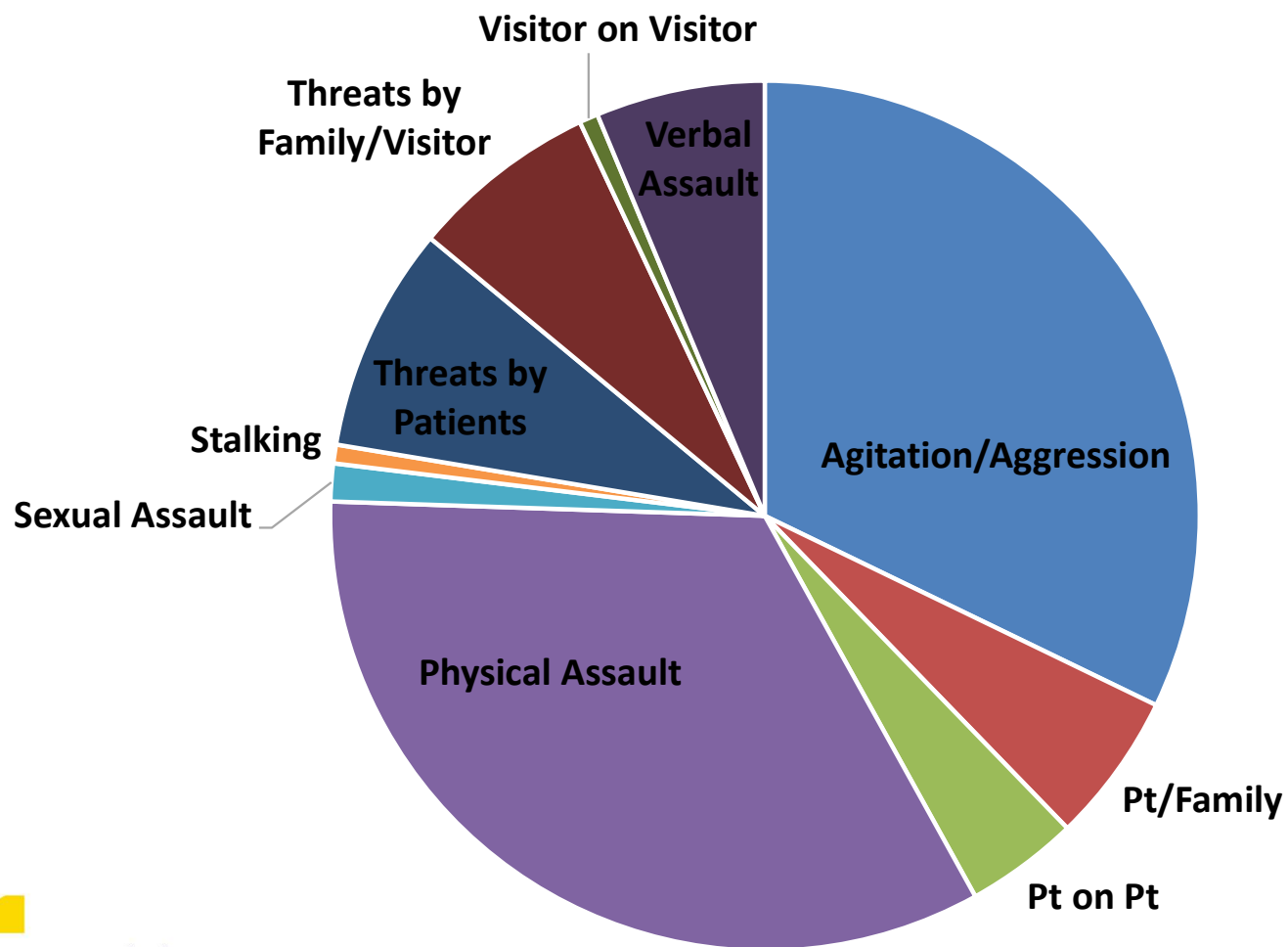- Miscellaneous/contributing factors to violence (delirium, drugs, etc)

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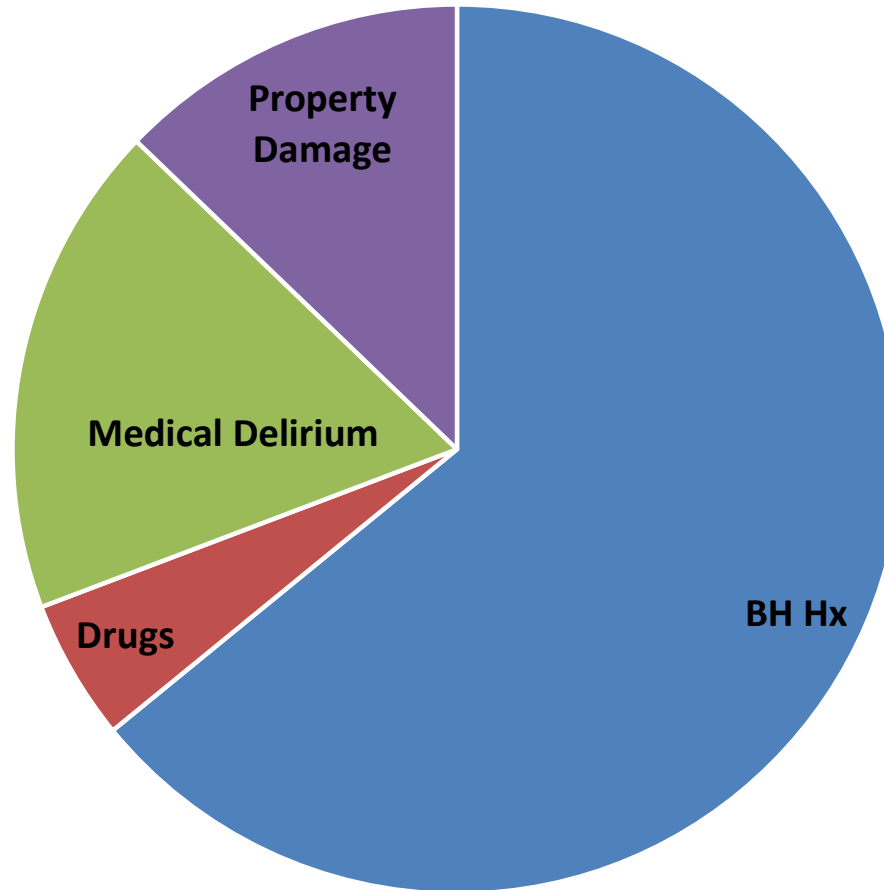**PSE by Department**

Outpatient/Ambulatory

Maternal/Child

Behavioral Health

ED,

ED BH

ICU/IMC

Gen Inpt

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PSE by Violence Type

Visitor on Visitor

Threats by Family/Visitor

Verbal Assault

Threats by Patients

Stalking

Sexual Assault

Agitation/Aggression

Physical Assault

Pt/Family

Pt on Pt

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Factors Associated with Violence

Pie chart with the following segments: BH Hx (largest), Property Damage, Medical Delirium, Drugs.

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Initiatives

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System Workplace Violence Prevention Committee

- System committee represented by all hospitals, diversified business and corporate
- Reviews reported events and trends data
- Information and literature sharing
- Provides recommendations for infrastructure and IT solutions to mitigate violence
- Works with system safety team to improve reporting and data capture

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Entity Workplace Violence Committees

- Shares and implements system initiatives and protocols for violence mitigation
- Reviews hospital specific violence incidents
- Collects front line feedback for system committee initiatives and direction
- Facilitates training awareness and enrollment
- Provides entity awareness of system initiatives

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New System Director for Workplace Violence Prevention Programs

- Clinician with WVP experience
- Provides event reviews and data analysis
- Facilitates/initiates best practice implementation
- Guides units and victims of violence in response and mitigation
- Administers training programs
- Coordinates initiatives with IT, Security, Quality/Safety, HR, Occ Health, Wellness, etc

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Improving the Electronic Medical Record

- Assessment of risk and subsequent alert of risk in banner bar (patient demographics)
- Reports generated that identify those at risk vs those with care plans/interventions in place to mitigate risk

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Signage

- Non-descript patient room signs notifying risk / 2-person entry

- Campus entry signs outlining violence prevention

- No weapons signage on public entry doors

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Training

- Engaged Masada Healthcare Consulting to perform roving, unit based verbal and physical de-escalation training. ~2700 trained to date. Includes Home Health and car jacking prevention

- Newly created & required Computer Based Training for verbal de-escalation. Professional actors used to create common scenarios and demonstration of appropriate and inappropriate responses

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Training (continued)

- Masada 4 and 8 hour classes commencing for moderate and high risk areas
  - Foundational training on verbal de-escalation
  - Physical de-escalation and physical self defense
  - Safe restraint, safe hold, safe take to ground (high risk)
  - Paid time and continuing education credit for licensure

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Improved Data Analysis & Reporting

- Developing improved data collection tool in our patient safety event reporting system

- Data now trended for location, type of violence, department, appropriate interventions, weapons, and patient type. Data reflects national trends.

- Data reported to system WVPC and entities

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Infrastructure & Support

- Creating guidance for peace/protective/stalking orders
- Enhancing protocols for the handling of weapons and drugs
- Completed outpatient assessments for access controls and violence prevention infrastructure
- Developing standardized check lists for response to various violence incidents to include law enforcement engagement

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Infrastructure & Support (continued)

- Incorporating Care for the Caregiver & legal support into response as needed/warranted
- Providing paid time for legal engagement when victimized
- Safety contracts for patients
- Barring of violent visitors
- Personal alarms
- First name only employee badges in many areas
- Trained Violence Interrupters

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Questions?

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