



# MDH – Prevent Workplace Violence Awareness Campaign Workgroup

SEPTEMBER 29, 2022



# Outline

- ▶ SB700 and Goals
- ▶ Workplace Violence Background
- ▶ Environmental scan findings
- ▶ Next Steps



# Senate Bill 700

- ▶ MDH – Prevent Workplace Violence in Health Care Settings Public Awareness Campaign Workgroup
  - ▶ Requiring the Secretary of Health to establish the Prevent Workplace Violence in Health Care Settings Public Awareness Campaign Workgroup to **develop a public awareness campaign** on preventing workplace violence in health care settings and to **create a plan for implementing the campaign**; and requiring the Workgroup to **report to certain committees of the General Assembly by November 1, 2022**, on the public awareness campaign developed under the Act.



# Goals for the Workgroup

- ▶ Develop a public awareness campaign on preventing workplace violence in health care settings to provide the public with information on:
  - ▶ 1. the **magnitude of incidences** of workplace violence in health care settings in the State; and
  - ▶ 2. the **consequences** of workplace violence in health care settings in the State
  - ▶ 3. **urge the public to respect** the State's health care providers and **protect** the State's health care providers from workplace violence;
- ▶ Recognize and accommodate the needs of patients with mental health disorders and substance abuse disorders in the development of the campaign
- ▶ Create a plan for implementing the public awareness campaign, including distributing information on workplace violence in a health care setting in the State.
  - ▶ On or before November 1, 2022, the Workgroup shall report to the Senate Finance Committee and the House Health and Government Operations Committee, in accordance with § 2-1257 of the State Government Article, on the public awareness campaign developed under subsection (b) of this section.



# Workplace Violence

- ▶ OSHA defines workplace violence as “...any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide.”
  - ▶ Includes employees, clients, customers and visitors.
- ▶ Acts of violence and other injuries is currently the **third-leading cause of fatal occupational injuries** in the United States.
  - ▶ 5,333 fatal workplace injuries in the US in 2019, 761 were cases of intentional injury by another person (14%).

Reference: US. Department of Labor Occupational Safety and Health Administration (OSHA): <https://www.osha.gov/workplace-violence>



# Workplace Violence - Health Care Settings

- ▶ 75% of the workplace assaults reported annually occurred in **health care settings**
- ▶ Workers in health care settings are **4x** more likely to be **victims of workplace violence** than workers in other settings
- ▶ Violence-related injuries are **4x** more likely to cause health care workers to take **time off from work** than other kinds of injuries
- ▶ The actual number of violent incidents involving health care is much **likely higher than reported**, because episodes of workplace violence are grossly underreported
- ▶ The experience of workplace violence has not only **physical consequences, but personal, emotional, and professional consequences**
- ▶ The increase in workplace violence is contributing to the **burnout of health care professionals** who are leaving the profession or changing practice locations

Reference: US. Department of Labor Occupational Safety and Health Administration (OSHA) <https://www.osha.gov/workplace-violence>



# Types of Workplace Violence

## Type 1 – Criminal Intent

- Perpetrator has no relationship to the business or employees
- Committing a crime

Example: Mugging in the parking lot

## Type 2 – Customer/Client

- Perpetrator is a customer/or client
- Most common type of workplace violence in the healthcare setting

Example: Patient attacks employee

## Type 3 – Worker-on-Worker

- Perpetrator is a colleague to the victim
- Bullying
- Verbal and emotional abuse
- Homicide

Example: Supervisor-to-supervisee bullying

## Type 4 – Personal Relationship

- Perpetrator has a relationship to the business or employees
  - Personal relationships spill over into the workplace
- Example: Spouse of employee follows him or her to work and threatens

Reference: CDC/NIOSH: [https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit1\\_5](https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit1_5)



# Contributing Factors to Workplace Violence in Healthcare

- ▶ Mental/behavioral health patients
- ▶ Substance abuse patients
- ▶ Aging population (large percentages with dementia)
- ▶ Long waits in the Emergency Department
- ▶ Staffing shortages
  - ▶ Less time to dedicate to each patient
  - ▶ Leads to frustration
- ▶ Limited training to recognize potentially violent patients
- ▶ Limited security





# National Landscape

- ▶ Many federal resources exist for establishing workplace violence policies and prevention
  - ▶ OSHA
  - ▶ Joint Commission
- ▶ National associations and organizations also provide materials, toolkits, checklists, and other resources
  - ▶ American Hospital Association
  - ▶ American Nurses Association
- ▶ The Workplace Violence Prevention for Healthcare Workers and Social Services Workers Act (HR1309) would require hospitals to “develop and implement a comprehensive plan for protecting healthcare workers...from workplace violence”. (Jasani & Morhaim, 2020)
  - ▶ Did not pass



# Maryland Landscape

- ▶ Assault on a healthcare worker in Maryland is only a misdemeanor, not a felony (Jasani & Morhaim, 2020)
- ▶ The Maryland Hospital Association conducted [a survey in 2019](#) to assess workplace violence incidences and preventive practices
  - ▶ 40% of events occurred in the emergency room
  - ▶ Findings showed that more resources were needed to address and prevent workplace violence
  - ▶ Limited legal recourse for offenders



## Other State Initiatives

- ▶ Workplace Violence Toolkits
- ▶ Required signage
- ▶ Mandatory incident reporting
- ▶ Learning Collaboratives
- ▶ Legislation
- ▶ Staff training and education

**WARNING:  
ASSAULTING A  
MEDICAL  
PROFESSIONAL WHO  
IS ENGAGED IN THE  
PERFORMANCE OF HIS  
OR HER OFFICIAL  
DUTIES IS A  
SERIOUS CRIME.**

*Section 650.4 of Title 21 of  
the Oklahoma Statutes.*



# Hospital-Specific Initiatives

- ▶ [Piedmont Healthcare](#) (Georgia)
  - ▶ Simple signage, bedside threat/violence assessments reduced incidents by about 38% over 5 years.
  - ▶ “Our workers have the right to be treated with dignity and respect at all times. They should be able to do their jobs without being physically or verbally abused. Thank you for respecting their right to an abuse free workplace.”
- ▶ [Cleveland Clinic](#) (Ohio)
  - ▶ Hospital Safety Officers trained in de-escalation
    - ▶ Dressed in khakis and polos to appear more approachable/helpful instead of disciplinarian

# Campaign Examples

## ► American Nurses Association - [#EndNurseAbuse](#)

- Brochures
- Infographics for social media
- [iHeartRadio Ads](#)
- Testimonial cards
- Webinars
- [Animated videos](#)
- Letters to lawmakers
- Online support pledge

**ANA**  
AMERICAN NURSES ASSOCIATION

**A NURSE'S Call To ACTION!**  
I WILL PROTECT MY OWN Life  
So I Can PROTECT MY PATIENTS

**1 in 4 Nurses are ASSAULTED**  
PROTECT nurses & pledge to:

**SHARE** this pledge and ask my friends and family to sign  
**SUPPORT** zero tolerance policies for violence against nurses  
**REPORT** abuse against nurses whenever I safely can

**WPV Response**

- ✓ Initiate safety protocols
- ✓ Call for help when you suspect potential for WPV
- ✓ Be alert
- ✓ Recognize warning signs
- ✓ De-escalate when possible
- ✓ Use barriers for protection
- ✓ Self-defense when appropriate
- ✓ Report WPV immediately

**STOP WPV! I WILL NOT TOLERATE WORKPLACE VIOLENCE**

**S** = SITUATION: Describe what happened  
**T** = TYPE: Verbal threat/abuse, physical assault, weapons used, etc  
**O** = OBSERVERS: List witnesses  
**P** = PEOPLE: List all involved  
**W** = WHERE & WHEN did the event happen  
**P** = PRECEDING FACTORS: Describe prior events  
**V** = VERIFY injuries sustained: emotional, physical, threat of injury

**Follow Up**

- Participate in incident investigation
- Support others affected by WPV
- Access emotional support
- Employee health
- Worker's compensation

**GET INVOLVED NOW!** **#endnurseabuse**

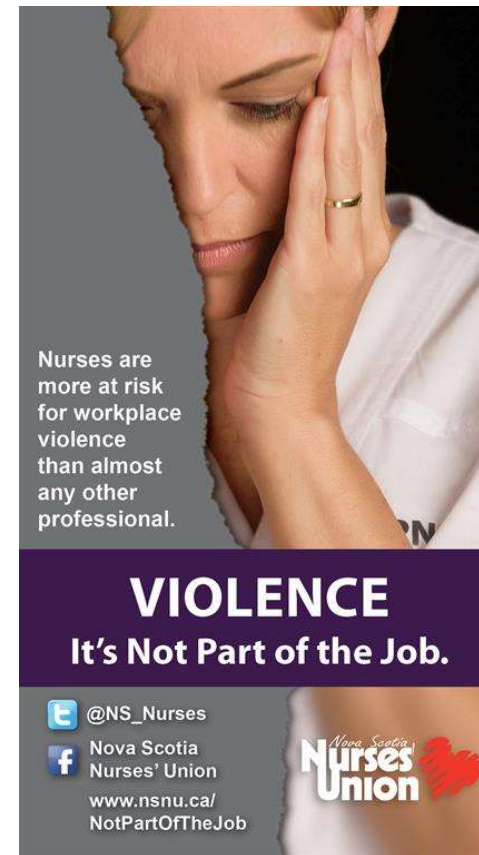
**1 Take the pledge!**  
**Nursingworld.org/Pledge**  
OR Text **PLEDGE** to **52886**

**2 Send an email to your legislator with one click!**  
**Nursingworld.org/TakeAction**



# International Campaigns

- ▶ Canada
  - ▶ Healthcare Union Campaigns
    - ▶ [Nova Scotia Nurses' Union Television and Print ads](#)
- ▶ Australia
  - ▶ WeWork Victoria Campaign
    - ▶ Tv ads for geared towards [hospital](#) and [nursing homes](#)





# Themes

- ▶ Findings on actual workplace violence public awareness **campaigns** are limited
  - ▶ Campaigns are generally sponsored by nursing unions or associations
- ▶ Most existing materials are toolkits to help **hospitals** with prevention
  - ▶ Limited information for other types of healthcare settings (e.g., nursing homes)
- ▶ Interventions tend to emphasize what facilities and providers should do (e.g., trainings, education)
  - ▶ Limited accountability from patients, family members, etc.



# Campaign Messaging

- ▶ Multi-pronged approaches are best
  - ▶ Multiple media channels
  - ▶ Multiple audiences
- ▶ Ensure campaigns and messaging aren't too negative
  - ▶ Potential deterrent for recruitment/retention





# References

- ▶ Senate Bill 700 Maryland Department of Health - Prevent Workplace Violence in Health Care Settings Public Awareness Campaign Workgroup:  
<https://mgaleg.maryland.gov/mgaweb/Legislation/Details/SB0700?ys=2022RS>
- ▶ US. Department of Labor Occupational Safety and Health Administration (OSHA):  
<https://www.osha.gov/workplace-violence>
- ▶ CDC/NIOSH Types of Workplace Violence: CDC/NIOSH:  
[https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit1\\_5](https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit1_5)
- ▶ Somani, et al. A systematic Review: Effectiveness of Interventions to De-escalate Workplace Violence against Nurses in Healthcare Settings: <https://www.sciencedirect.com/science/article/pii/S2093791121000354>
- ▶ Jasani, G., & Morhaim, D. (2020, December 13). The other safety concern for healthcare workers: Workplace Violence. *Montgomery County Sentinel*.  
[https://www.thesentinel.com/communities/montgomery/news/health/the-other-safety-concern-for-healthcare-workers-workplace-violence/article\\_530a048a-3d53-11eb-9247-1fa099f3e82f.html](https://www.thesentinel.com/communities/montgomery/news/health/the-other-safety-concern-for-healthcare-workers-workplace-violence/article_530a048a-3d53-11eb-9247-1fa099f3e82f.html)