

**a S a a**

Darryl Beard MA, CST, CHSP

Michelle Conley DNP (c), MBA, BSN, RN







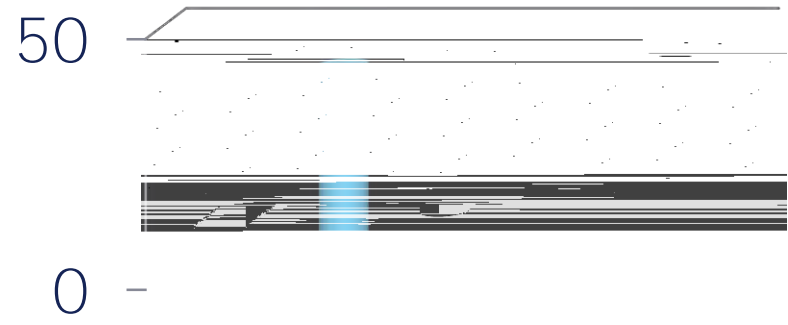
















# FISHBONE DIAGRAM RELATED TO WORKPLACE VIOLENCE

## Technology & Equipment

Card Swipes  
Flagging Patients  
Panic Devices  
Metal Detection

Security  
Cameras  
Communication  
With L.E.

## Environmental

Unreported Incidents

Mentally  
Unstable  
Patients

Space Restrictions

Patient Placement

Patient  
Volume

Forensic Patients  
Emergency Notification

Event  
Work-  
Place  
Violence

Lack or No Security  
Staff Burn Out  
Lack  
MD  
Support  
Training  
Risk Mgt.

Disrespected  
No Staff Support  
Lack of  
Team Work

Security  
Hands off  
Approach

Communication

People

Siloed  
Removing  
Disruptive  
Patients  
Unaware of P&P  
Calling  
Police

Policy Procedures

Use of Restraints  
Use of Secure Rooms  
Securing Admitted Patients  
Removing Disruptive Patients  
Workplace Violence















# Environment

Redesigned emergency room spaces, including waiting room  
secure rooms, and triage areas

Designated areas and entry protocols for forensic patients

Panic buttons added

Designated overflow spaces and house supervisor  
involvement

Creation of an ER surge team

Designated spaces for unstable/intoxicated patients

# Policy & Procedure

Evaluated and revised restraint policy to include security as a part of the intervention team

Developed policy and SOP for secure room usage

Evaluated and revised 1:1 observation policy

Developed a comprehensive workplace violence policy

Developed a patient code of conduct guideline

Develop new Policy For CODE ORANGE

# Technology & Equipment

CEPTED to Include Clearer Lines of View,  
Card Readers, Cameras and Panic Buttons

Added Metal Detectors to ED Entrance

Engaged Local Law Enforcement Discuss Plan to Reduce  
Overuse of Police Calls

Changed Leather Restraints to A More Patient Centric  
Restraint

# Communication

Educated all staff to reporting mechanisms

Workplace safety committee formed

Education of all staff regarding team approach and HWC

Developed Aria Safe Program and educated entire house

# People

New de-escalation training protocol - *Handle with Care* (HWC). Nursing and Security primary team

Added security to de-escalation team

## Total Injuries Related to Work Place Violence

**FY 2012: 42**

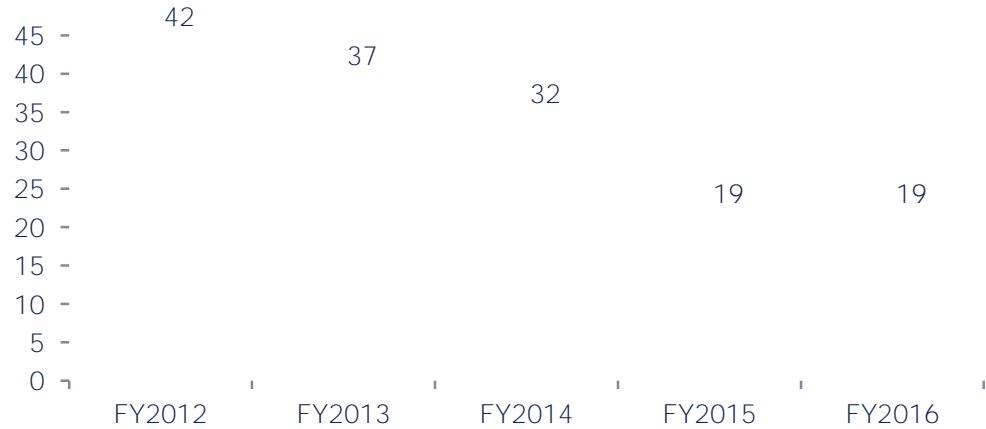
**FY 2013: 37**

**FY 2014: 33**

**FY 2015: 19**

**FY 2016: 19**

## Injuries Related to Work Place Violence





## Total Paid related to Workplace Violence

### Total Paid

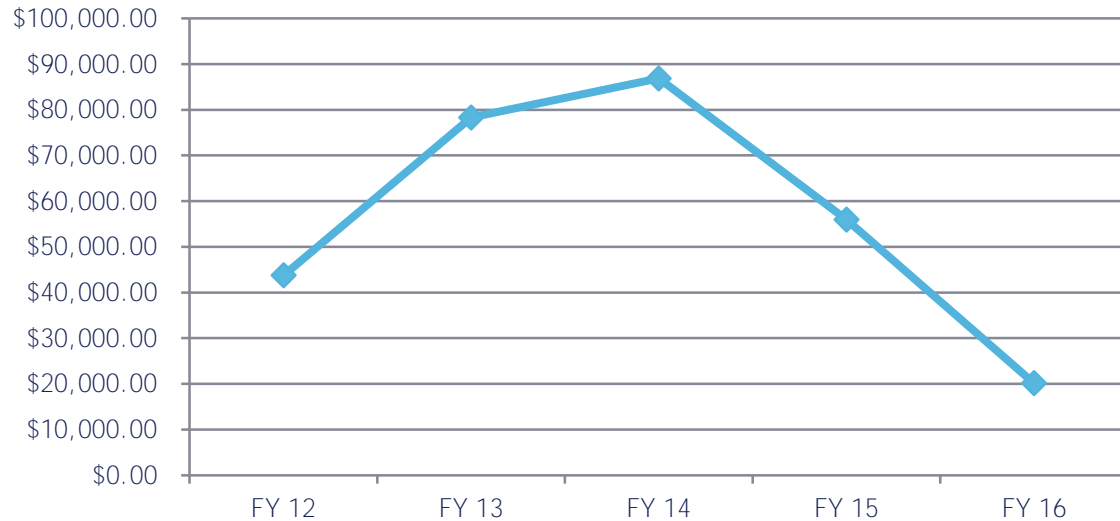
FY 12 \$43,738.00

FY 13 \$78,301.00

FY 14 \$86,844.00

FY 15 \$55,967.00

FY 16 \$20,126.00





---

---