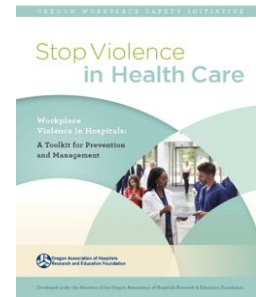


Preventing Violence in Health Care - The Oregon Workplace Safety Initiative WPV Project

Presented by

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Workplace Safety Initiative (WSI) – Background

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- In 2014 the Oregon Association for Hospitals and Health Care Systems (OAHHS) formed a work group with member hospitals, SEIU 49 and Oregon Nurses Association.
- Goal: To collaboratively address two of the leading causes of health care worker injury in Oregon
 - Work place violence and manual patient handling
- Eight volunteer hospitals on 10 pilots (5 sites on each issue)
- Variety of differences between hospital pilot sites
 - Level of established program, hospital facility size, region of the state
- Hospitals worked on pilots from fall 2015 to mid-2017

WSI - General Objectives

- Identify and implement **evidence-based programs** to reduce injuries from patient handling and workplace violence and foster **sustainable cultural change**.
- **Strengthen** relationships with partner organizations around health care worker and patient safety issues.
- **Disseminate** lessons learned and tools developed to all hospitals in Oregon to assist implementation of sustainable effective workplace safety programs.


Acknowledgements

- **WSI Hospitals Partners for the Workplace Violence Prevention Project**
 - Bay Area Hospital, Coos Bay
 - Mid-Columbia Medical Center, The Dalles
 - Harney County Health District, Burns
 - Providence Portland Medical, Portland
 - Grande Ronde Hospital and Clinics, La Grande
- **The Oregon Association of Hospitals Research and Education Foundation**
- **The WSI inter-organizational committee**

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WSI Project Process for WPV:

- WSI project lead identified and team/committee formed at each facility
- Initial meeting with hospital contact and others/existing committees
- Process for data collection and analysis developed
- Gap analysis for WPV developed from published evidence-based best practices, relevant standards and regulations

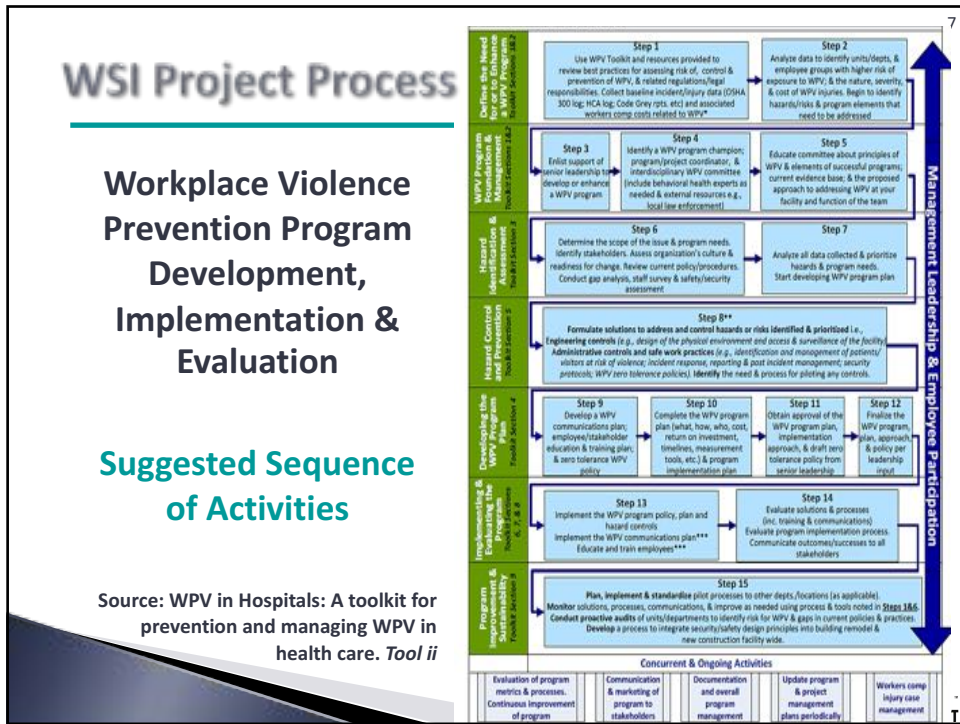


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WSI Project Process:



1. Define the scope of hazards related to violence and the impact on the organization (what, where & cost) – All facilities
2. Identify best approach for program development based on all data collected
3. Obtain management approval & support of the plan
4. Develop program tools as needed
5. Implement the program including any pilot activities
6. Evaluate program process & outcomes
7. Roll out program to other units/tasks as applicable



What Was Developed out of the Project?

- A Toolkit for Prevention and Management of WPV
<https://www.oahhs.org/safety>

Endorsed by:

- Oregon Nurses Association
- Service Employee International Union – Local 49
- Oregon Medical Association
- Oregon Emergency Nurses Association
- Oregon Chapter of the American College of Emergency Physicians
- Northwest Organization of Nurse Executives
- Oregon Center for Nursing

Recommended Resource by the Joint Commission

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Purpose of the Toolkit

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- To assist health care leadership and violence prevention (VP) committees and other stakeholders to:
 - **Evaluate** the WPV program and individual program practices against **current best practices** in WPV prevention and management
 - **Identify and engage** stakeholders and **enhance the culture** of worker and patient safety
 - **Develop or strengthen** the WPV program plan and policy by identifying processes that can be implemented to identify and manage violence and can address the risk of violence proactively
 - **A suggested framework and strategies** to aid program implementation, evaluation and sustainability are also offered.

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What Makes This Toolkit Different & Valuable?

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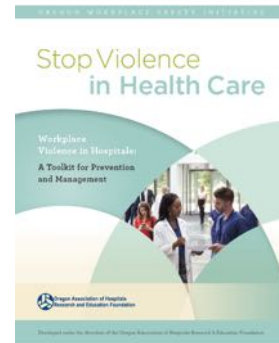
- Provides new tools that have been developed and trialed by Oregon rural hospitals
- Provides a roadmap of all program elements that are needed to implement comprehensive programs
- Includes related resources in one location
- Adds to the body of information about each topic
- Facilitates sharing of best practices and reduce the need to 'reinvent the wheel'

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Toolkit Structure

Structure for the Toolkit

- Web-based
- Chapter for each program topic with:
 - Brief overview of topic and instructions for how to use tool(s) provided
 - References
 - Other external resources
- Tools provided in PDF and MSWORD and/or MS Excel
- Lessons learned incorporated throughout the toolkits



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Toolkit Contents

Contents/Topic

Background re WSI project and Introduction to the Toolkit

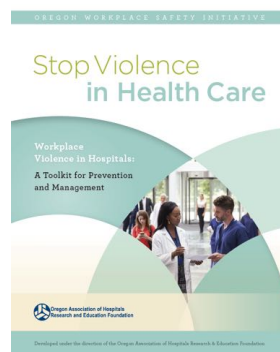
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|--|--|
| 1. Understanding WPV in Health Care | 6. Education and Training |
| 2. Getting Started | 7. Implementing the Program |
| 3. Hazard Identification & Assessment | 8. Evaluating the Program |
| 4. Developing the WPV Program Plan | 9. Program Improvement & Sustainability |
| 5. Hazard Control and Prevention | 10. Additional Resources |

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Key Tools in the Toolkit

- Spreadsheet for analyzing direct and indirect injury costs
- Gap analysis tool
- Employee WPV survey & reports
- Safety and security assessment checklist
- Communications plan
- Project management tools
- WPV Risk for WPV Patient Assessment Tool
- WPV Incident report
- Education and Training plan
- Program Measurement Plan
- WPV policy sample & program plan summary template
- Template WPV committee charter

Toolkit & Resources



Workplace Violence Prevention Toolkit
<https://www.oahhs.org/safety>

