

The background of the slide features a light blue gradient with decorative circuit-like lines in a darker blue. These lines, consisting of straight segments and small circles at junctions, are primarily located on the left and right sides, framing the central text.

# PHYSICAL SAFETY WHEN CARING FOR PATIENTS

Presented by

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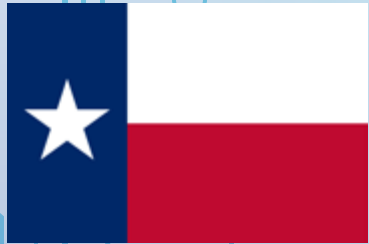


## **PATIENT STABS TWO NURSES AT KNOXVILLE, TENN. HOSPITAL**

*- MODERN HEALTHCARE, SEPTEMBER 14, 2015*

## **PHYSICIAN DIES AFTER PATIENT ATTACK IN DALLAS HOSPITAL**

*- MEDSCAPE NEWS, JULY 8, 2016*



## **HOSPITALS COMBAT VIOLENCE IN THE ER**

*- COURIER-POST, JUNE 23, 2016*

## **WHY VIOLENCE AGAINST NURSES HAS SPIKED IN THE LAST DECADE**

*- THE ATLANTIC, DECEMBER 1, 2016*

## **POLICE RESPONDED TO 300 ASSAULTS AT N.J. HOSPITAL**

*- MODERN HEALTHCARE, MAY 17, 2016*





## **600 STAFF ATTACKED PER YEAR IN HSE HOSPITALS**

*- IRISH EXAMINER, DECEMBER 5, 2016*

## **PARAMEDICS TO BE FITTED WITH BODY CAMERAS AFTER VIOLENT ASSAULTS SOAR**

*- THE GUARDIAN, DECEMBER 16, 2016*

## **CLAIMS WORKPLACE VIOLENCE AT SUNSHINE MENTAL HEALTH SERVICE 'ENDEMIC' AS STAFF FACE ASSAULTS**

*- LEADER, APRIL 6, 2016*

## **VIOLENT ASSAULTS ON NURSES BY PATIENTS CONTINUE AT ABBOTSFORD HOSPITAL**

NOVEMBER 14, 2016

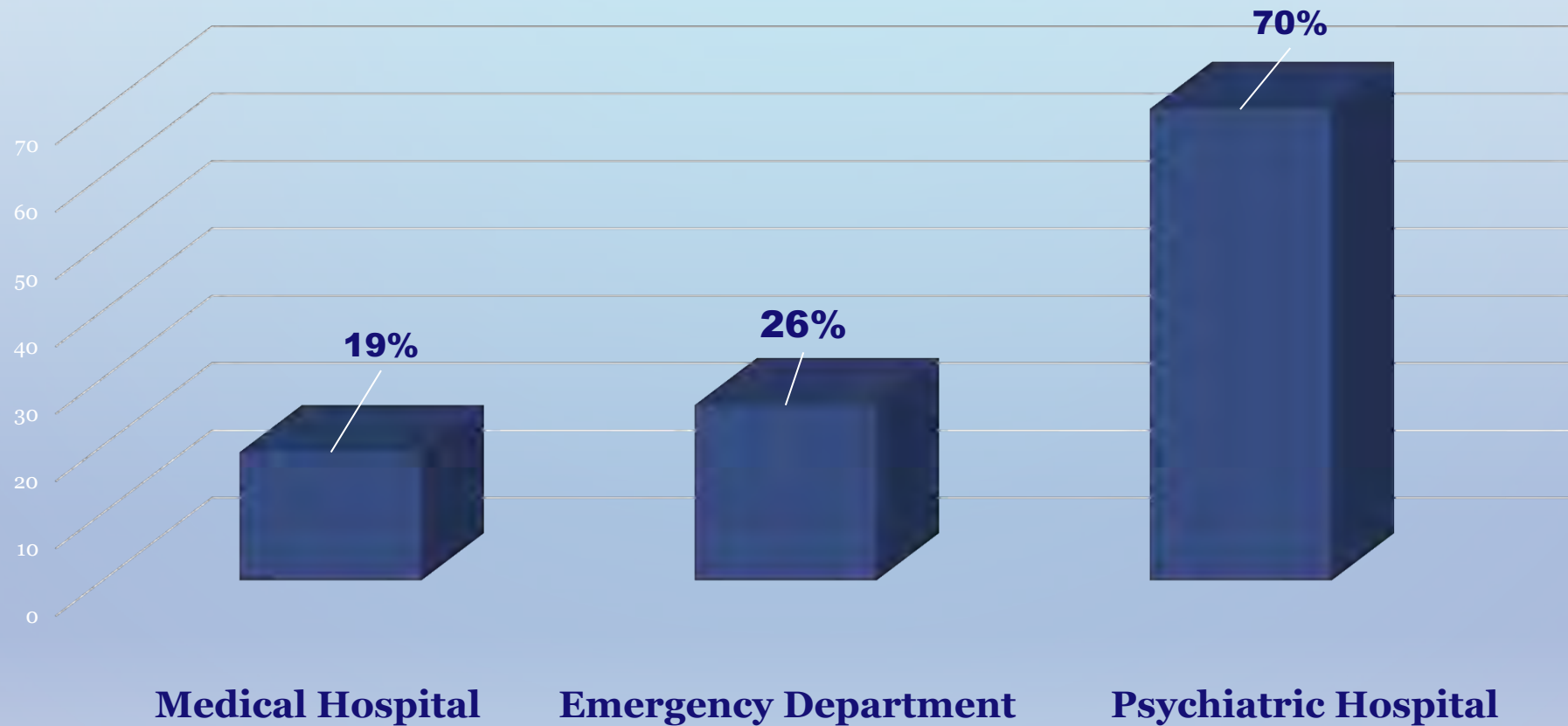
*- VANCOUVER SUN,*

## **THREE NURSES INJURED IN ATTACK BY A PATIENT IN A KOLKATA NURSING HOME**

*- THE TIMES OF INDIA, OCTOBER 6, 2016*



# PREVALENCE IN HEALTHCARE FACILITIES





## **OSHA GENERAL DUTY CLAUSE:** **SECTION 5(a)(1)**



**Each employer shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or likely to cause death or serious physical harm.**

***This includes the prevention and control of the hazard of workplace violence.***

# UNIVERSAL PRECAUTIONS FOR INFECTIOUS DISEASE



# UNIVERSAL PRECAUTIONS FOR VIOLENCE

PREVENTION:

**“UNIVERSAL PRECAUTIONS  
FOR VIOLENCE”**

It should be expected but can  
be avoided or mitigated  
through preparation



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# **PATIENT ASSAULT PREVENTION PROGRAM**

**FOCUSES ON THE PREVENTION OF ASSAULTS ON  
STAFF INCLUDING ASSAULTS FROM PATIENTS,  
FAMILY MEMBERS, AND OTHER PATIENT VISITORS.**



## • **Environmental Designs**

## • **Process Designs**

- **Facility-wide Processes**
- **Staff Processes**
- **Patient-centered Processes**
- **Facility Maintenance Processes**

## • **Response to Events**

- **Immediate Response to Patient Aggression**
- **Immediate Response to Staff**

## • **Identification of Issues and Improvement**

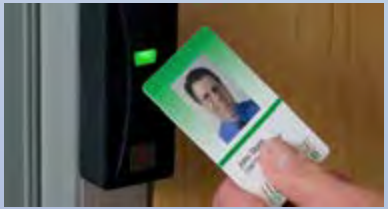
## • **Education and Training for Staff**



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# **ENVIRONMENTAL DESIGNS**

- **All interior areas of the facility are well lighted.**
- **Generator systems are provided and maintained to provide necessary safeguards during power failures (lighting, duress, emergency responses, communication devices, etc.).**
- **All areas of are equipped with electronic and mechanical locks.**
- **Windows are fixed, tempered, break-resistant glass.**
- **External and parking lot areas are monitored with video surveillance.**

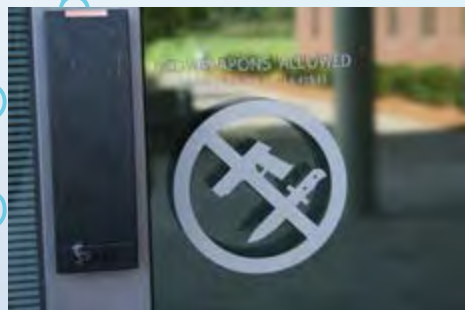


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# PROCESS DESIGNS

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# **PROCESS DESIGNS: FACILITY-WIDE PROCESSES**



- **Controlled Access into the building**
- **Controlled Access within the building**
- **Identification of Persons within the building**
- **Access to the special areas**
- **Silent Alarms**
- **Weapons**
- **Vendor Management System**



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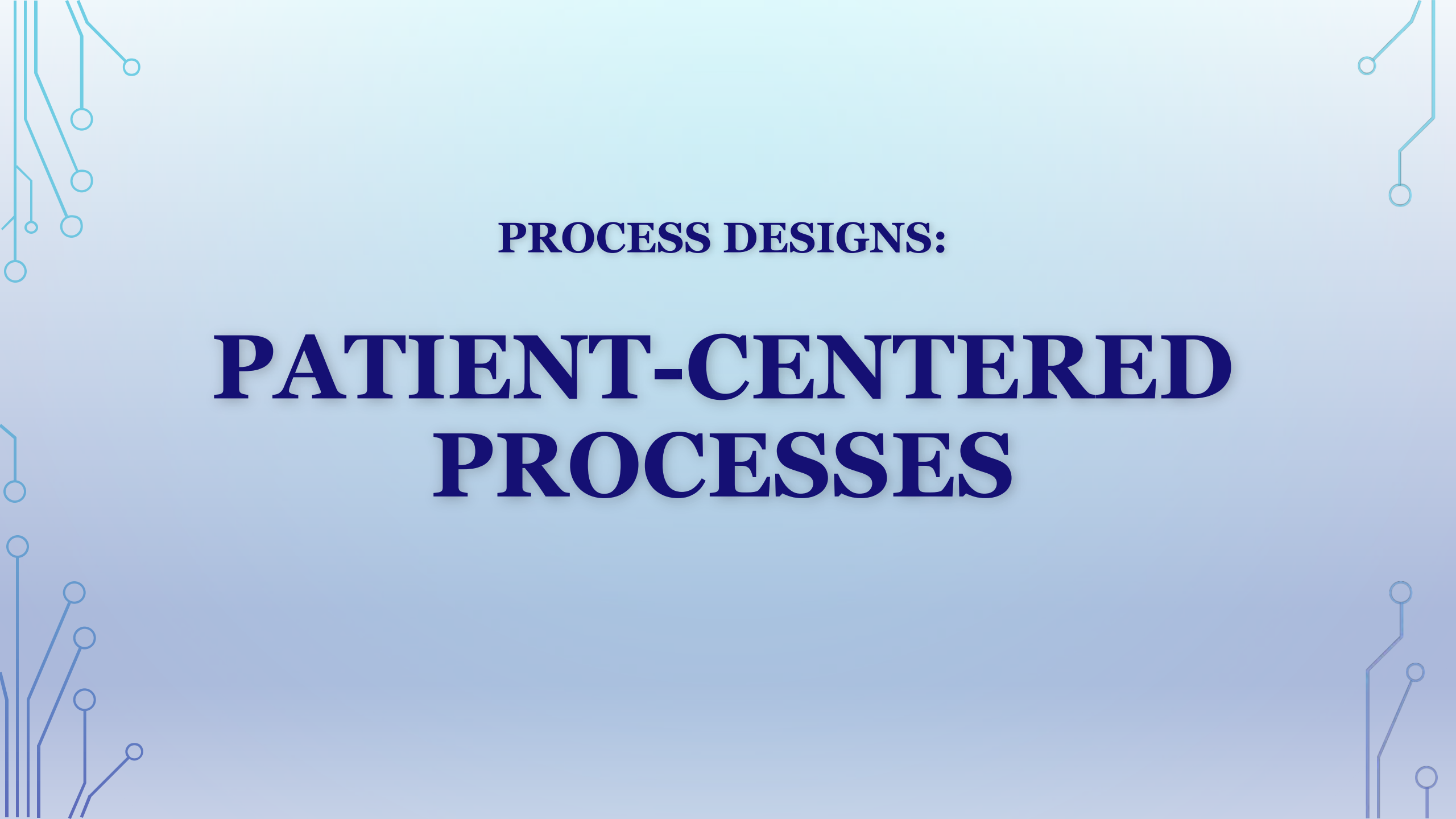
# **PROCESS DESIGNS:**

# **STAFF PROCESSES**

A screenshot of an "Employee Schedule" spreadsheet. It lists employees and their work schedules across various dates. The spreadsheet includes columns for dates and rows for individual employees, with some cells containing numbers representing hours or shifts.

- **Staffing**
- **No excessive jewelry including chains/necklaces**
- **Two-way radios**
- **Hand-held metal detection devices**
- **Alarms**



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# **PROCESS DESIGNS: PATIENT-CENTERED PROCESSES**



- **Identification of High-risk Patients**
- **Patient Responsibility and Legal Charges**
- **Patient Assessment**
- **Searches**
- **Contraband and Patient Treatment Items**
- **Supervision of Patients and Limitation on Patient Movement**
- **Availability of Restrictive Interventions**
- **Forced Medications**
- **Communication of Patient Information**



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PROCESS DESIGNS:

# FACILITY MAINTENANCE PROCESSES

# **All equipment required to maintain environmental and process safety is inspected regularly and maintained:**



- ✓ Immediate repair or replacement of burned out lights, broken windows, and locks.
- ✓ The personal duress system is tested and maintained according to manufacturer and policy requirements.
- ✓ Automobiles utilized for transportation are inspected and well maintained. They are locked when not in use.
- ✓ Generators to provide emergency power to all systems are inspected, tested, and maintained on a routine schedule.



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# **RESPONSE TO EVENTS**

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**RESPONSE TO EVENTS:**

**IMMEDIATE  
RESPONSE TO PATIENT  
AGGRESSION**



- **Trained Therapeutic Response Team**
- **Following an event, a debriefing is held to help reduce the chances of future events.**
- **Response to the patient to help prevent further escalating assaultive behavior following an aggressive event.**



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**RESPONSE TO EVENTS:**

# **IMMEDIATE RESPONSE TO STAFF**




# Medical Care

# Psychological Care



# Legal



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# **IDENTIFICATION OF ISSUES AND IMPROVEMENT**

- **Environmental Safety Inspection**
- **Staff surveys**
- **Staff Focus Groups**
- **OSHA 300 log**
- **Incident Reporting System**
- **Exit interviews**



# EDUCATION AND TRAINING FOR STAFF



- **New Employee Orientation and Training**
- **Periodic Training**
- **Ongoing Training**
- **Evaluation of Training**



# WORKPLACE VIOLENCE COMMITTEE

- **Nursing Department including nurses and health care technicians**
- **Executive Leadership Team**
- **Clinical Services**
- **Police Department**
- **Social Work Department**
- **Employee Health**
- **Recovery/Trauma Informed Care**
- **Psychology Department**
- **Therapeutic Programming**
- **Human Resources**
- **Maintenance**
- **Information Systems**
- **Performance Improvement**
- **Staff Education**



# Risk Factors



# ENVIRONMENTAL-CENTERED RISK FACTORS

- Poor environmental design of the workplace that may block employees' vision or interfere with their escape from a violent incident
- Poorly lit corridors, rooms, parking lots and other areas
- Lack of means of emergency communication
- Working in neighborhoods with high crime rates



# CONTRABAND

Weapons – including any type of knife  
Illegal substances  
Substances containing SD alcohol, denatured alcohol, or isopropyl alcohol  
Any type of medication or supplement  
Any type of consumable – food, drink, gum

## Nicotine

All tobacco products  
Nicotine delivery systems/replacements  
Lighters, matches

## Lotions

Any lotion/cream/salve including medicated lotions, body sprays, body oils, body lotions

## Personal Hygiene Items

Tweezers  
Eyelash curlers  
Makeup, perfumes, aftershaves, colognes  
Q-tips  
Douches  
Electric/manual razors

## Hair Items

Hard plastic combs, picks, brushes  
Hair accessories containing metal  
Curling irons  
Hair dryers  
Hair relaxers, hair colors, hair sprays

## Oral Hygiene Products

Dental floss  
Mouthwashes  
Toothbrushes except hospital-provided

## Nail Products

Nail clippers, emery boards, nail files  
Nail polishes, nail polish removers  
Long false finger nails

## Writing Items

Ink pens, magic markers, highlighters, pencils  
Spiral notebooks  
Glues

## Financial Items

Checkbooks  
Credit/debit cards

## Clothing

Pantyhose  
Neckties, scarves  
High heel shoes  
Steel toe shoes  
Boots  
Overalls  
Garments with strings  
Shoe Laces  
Belts  
Suspenders  
Crocheted Hats

## Electrical/Electronic

Any form of electrical/electronic device (including battery-operated) including:

Radios  
Media players (MP3/MP4, etc.)  
Electrical appliances  
TVs  
Computers/Electronic tablets  
Cell phones  
Cameras

## Miscellaneous

Plastic bags  
Cups/drinking glasses/cans  
Picture frames  
Sports balls  
Scissors  
Tools  
Tape  
Safety/straight pins  
CDs, DVDs  
Magazines or other items with staples  
Keys  
Bath towels outside bedroom/community bathroom

## Requires physician order:

Crutches, canes  
Medical devices





# IN THE EMERGENCY DEPARTMENT



- Tubing – suction, oxygen, IV, other equipment
- Electric cords – phones, beds
- Unsecured glass/metal objects
- Unsecured equipment – IV poles, oxygen tanks
- Sharps containers
- Door egress



# PROCESS-CENTERED RISK FACTORS

- Lack of facility policies and staff training for recognizing and managing escalating hostile and assaultive behaviors
- Unrestricted movement of the public in clinics and hospitals
- Long waits in overcrowded, uncomfortable waiting rooms
- Isolated work with patients during examinations, in a facility, or in homes
- Inadequate security and mental health personnel on site
- Transporting patients
- Lack of staff training
- Low staffing levels



# PATIENT-CENTERED RISK FACTORS

- Increasing number of individuals with mental health disorders in emergency departments
- Drug/alcohol Abuse/Intoxication
- Prevalence of handguns and other weapons among patients/family/ friends
- Victim of Violence
- Distraught families
- Increasing presence of gang members



# SAFELY CARING FOR THE PATIENT



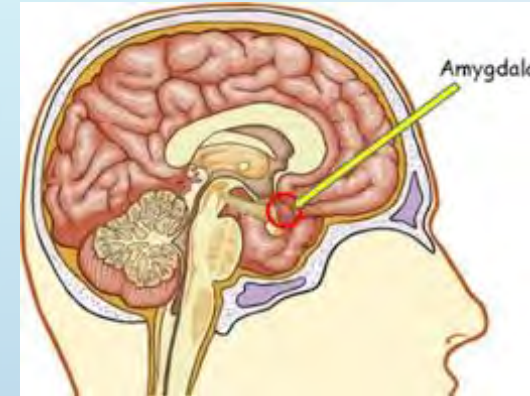
# COMMUNICATION FOR ALL BEHAVIORAL PATIENTS

- Build a rapport
- Empathetic Listening
- Nonjudgmental
- Collaborate
- Promote trust and transparency
- Promote respect
- Validate feelings
- Provide choices and explanations
- What approach is helpful and what is hurtful?



# CONTRIBUTING FACTORS TO AGGRESSION

- Anxiety
- Anger
- Impulsivity
- Alcohol/substance intoxication/withdrawal
- Pain/discomfort/temperature
- Social (e.g., gang behaviors)
- Psychosis/distorted reality (e.g., schizophrenia, dementia)
- Mood disturbances (e.g., major depression, bipolar disorder)
- Other specific disorders (e.g., autism, PTSD, traumatic brain injury, stroke)



# TRIGGERS FOR AGGRESSION

- Waiting for extended periods of time
- Strange environment
- Fear of unknown
- Judgement
- Sudden illness or accident
- Other patients
- Noise



# FEELINGS THAT MAY PRECIPITATE AGGRESSION

- Insecure
- Threatened
- Tired or Sedated
- Discounted
- Embarrassed
- Guilty
- Out of control of the situation
- Vulnerable
- Unheard
- Rejected
- Ignored
- Humiliated



# POSSIBLE CUES FOR AGGRESSION

- Pacing and/or restlessness (most important predictor)
- Voice raised
- Clenching fist
- Gritting teeth
- Lack of eye contact or intense eye contact
- Vital signs elevated: heart rate increase, sweating, short of breath
- Fixed and tense facial expression
- Verbal abuse: Cursing and argumentative



# ENVIRONMENTAL HAZARDS

- Wider space to feel comfortable not closed in
- Do not block exits
- Furniture and things you could throw
- Objects that could be used to barricade a door
  - Furniture
  - IV poles



# DANGEROUS PHYSICAL MOVES

- Being alone without a means of obtaining immediate help
- Reaching across patient
- Turning your back
- How close is too close?
- Where are your hands?
  - Hands crossed or on hips
  - Pointing finger
  - hand up toward other person's face
- Sometimes touch is not therapeutic



# BODY LANGUAGE

- Calm and confident even when you don't feel it
- Eye contact (depending on culture)
- Open and relaxed posture
- Same eye level
- Position at an angle, feet hip width apart, one foot in front



# APPEARANCE CONSIDERATIONS: WEAPONS AND RISKY ITEMS

- Hair Styles:
  - Long hair
- Clothing
  - Short dresses/skirts
  - Ties
  - strings
- Footwear
  - Open-toe shoes
  - High heels
  - boots
- Jewelry
  - Earrings
  - Necklaces



# PROFESSIONAL ATTIRE DANGERS

- Stethoscope
- Scissors
- Tape
- Pens
- Identification badges
- What is part of your uniform, in your hands, or within eye view that could be used as a weapon?
- What is in your pockets?



# DE-ESCALATION TECHNIQUES

- Remain calm with clear tone of voice
- Assess the patient and situation
- Identify triggers and stressors
- Maintain a large personal space
- Avoid verbal struggles or arguing with the patient
- Give options and choices
- Empathize feelings not behavior: “That must be frustrating..”
- Show interest and listen: “I would like to learn more about...”
- Distraction: “Would you like a cup of water?”



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# ***SCENARIOS***



# REFERENCES

## INTERACTING WITH PATIENTS

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Questions?????