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## PURPOSE

Emergency Department Staff voiced concerns of increased physical and verbal assaults by patients and visitors. Perceptions from staff were that the department design and security presence were not optimal. Staff felt ineffective in how to de-escalate patients.



## DESIGN

22 month evidence based quality improvement project on increasing staff safety and satisfaction.

## SETTING

- Urban, level III emergency department
- 56,000 annual visits



## PARTICIPANTS

- Nurses
- Physicians
- Patient Care Technicians
- Secretaries



## METHODS

- Initial survey given to staff prior to initiating interventions
- Survey components:
  - Survey questions developed from the ENA Workplace Violence Kit
  - Short answer and Likert Scale questions
  - Focused on safety in the ED
  - Perception of hospital's concern for staff safety and training offered to manage aggressive patients and visitors
- Accounts of physical and verbal assaults directed toward staff
- Safety Team formed
  - Senior Administration
  - ED Administration
  - Security
  - Staff Nurse
  - ED Nurse Educator



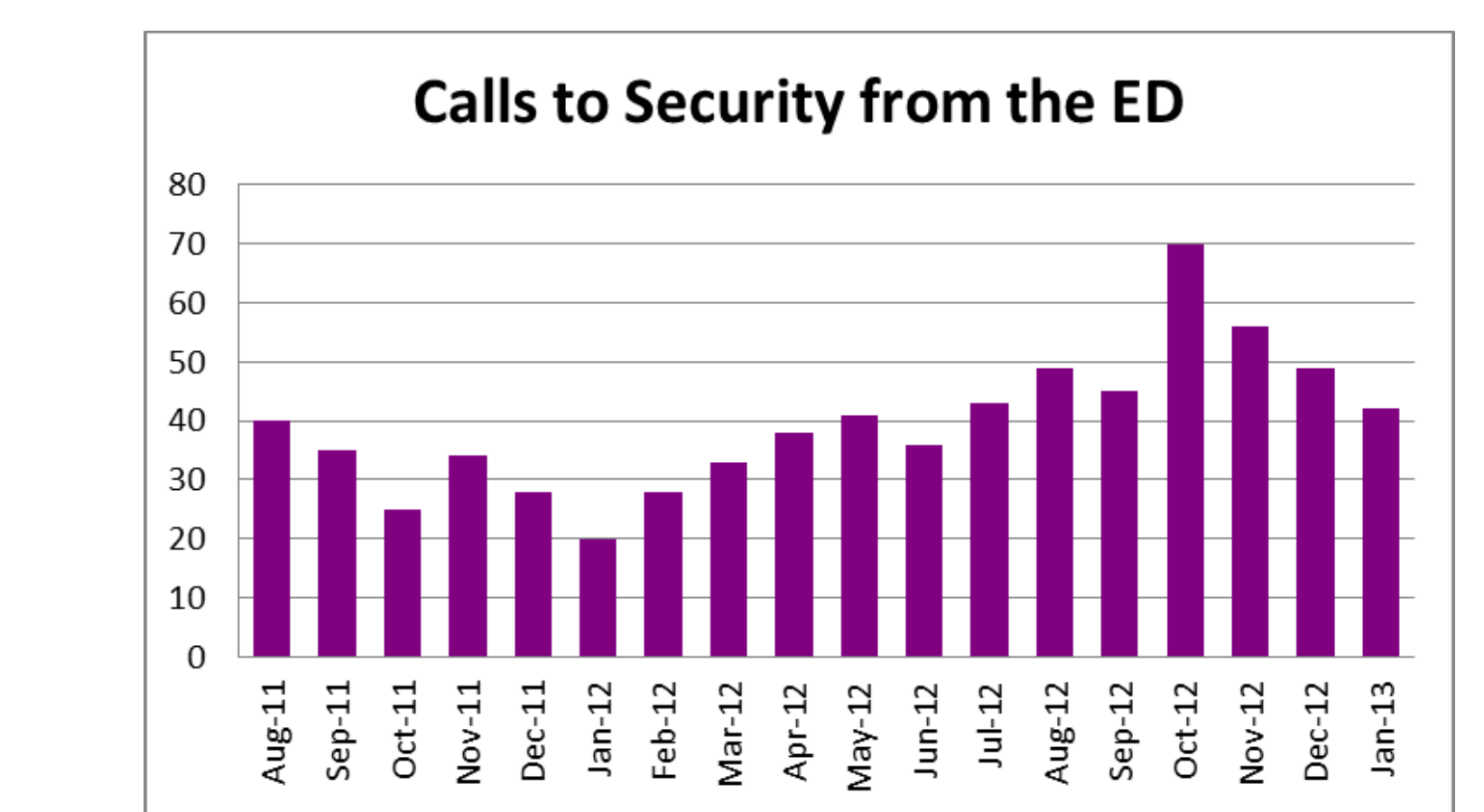
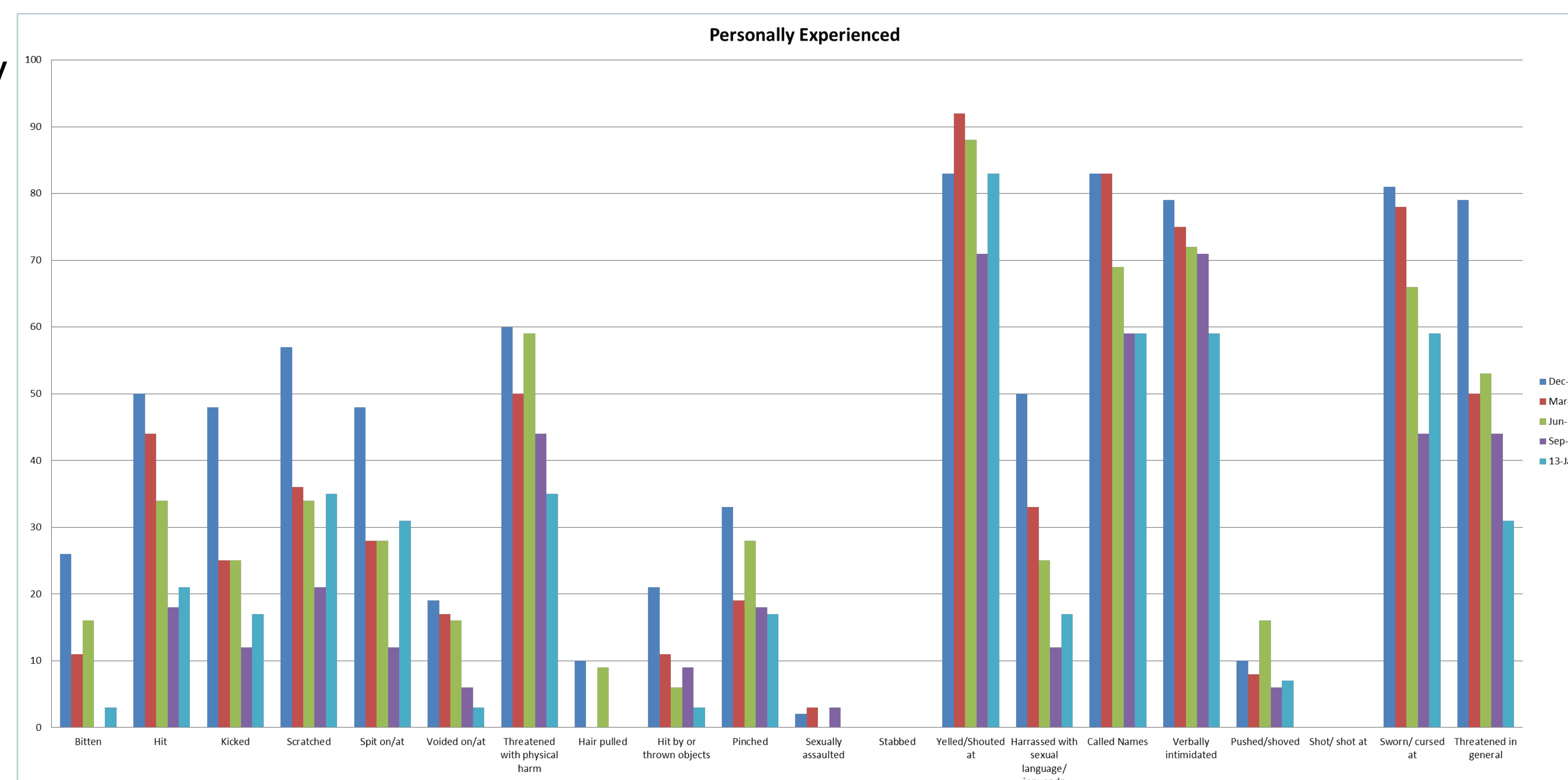
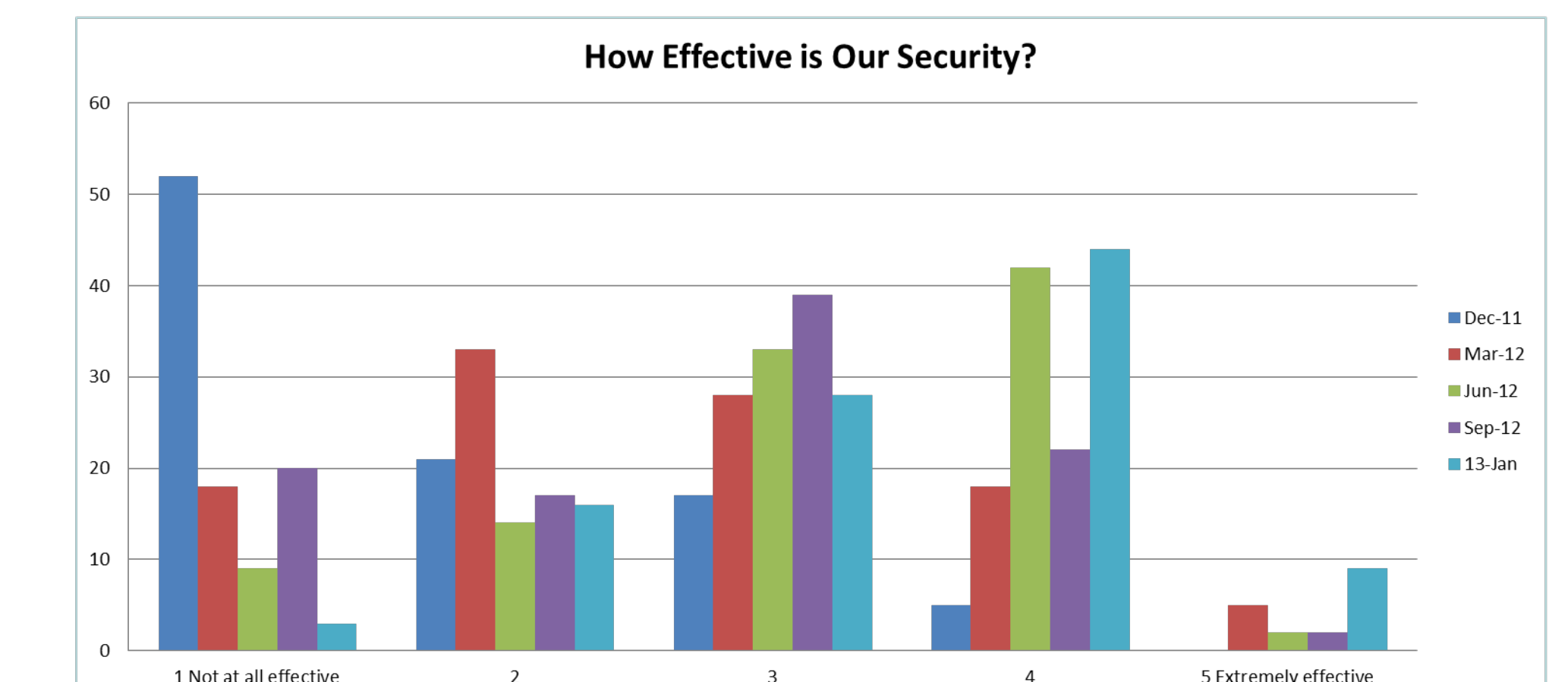
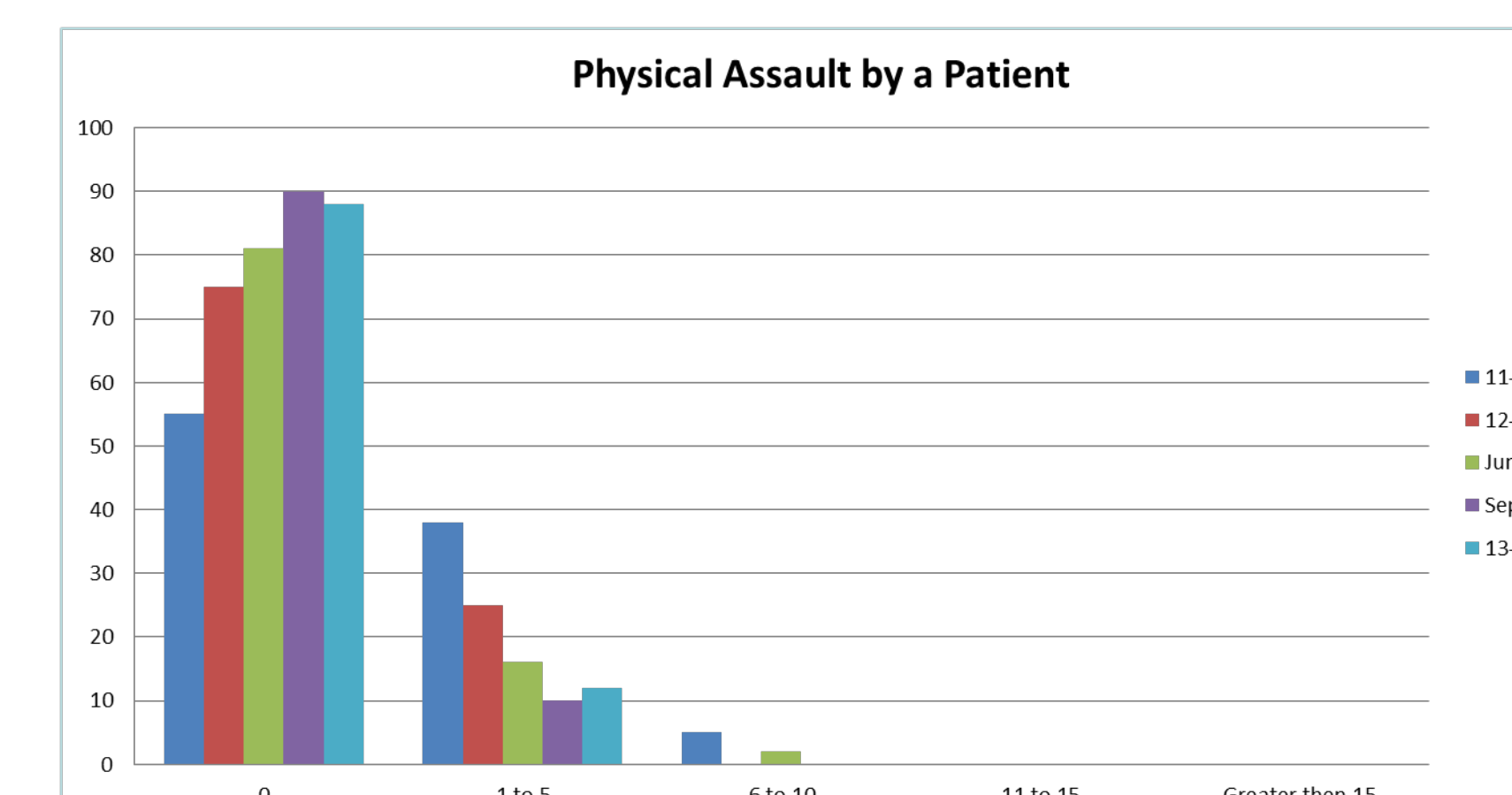
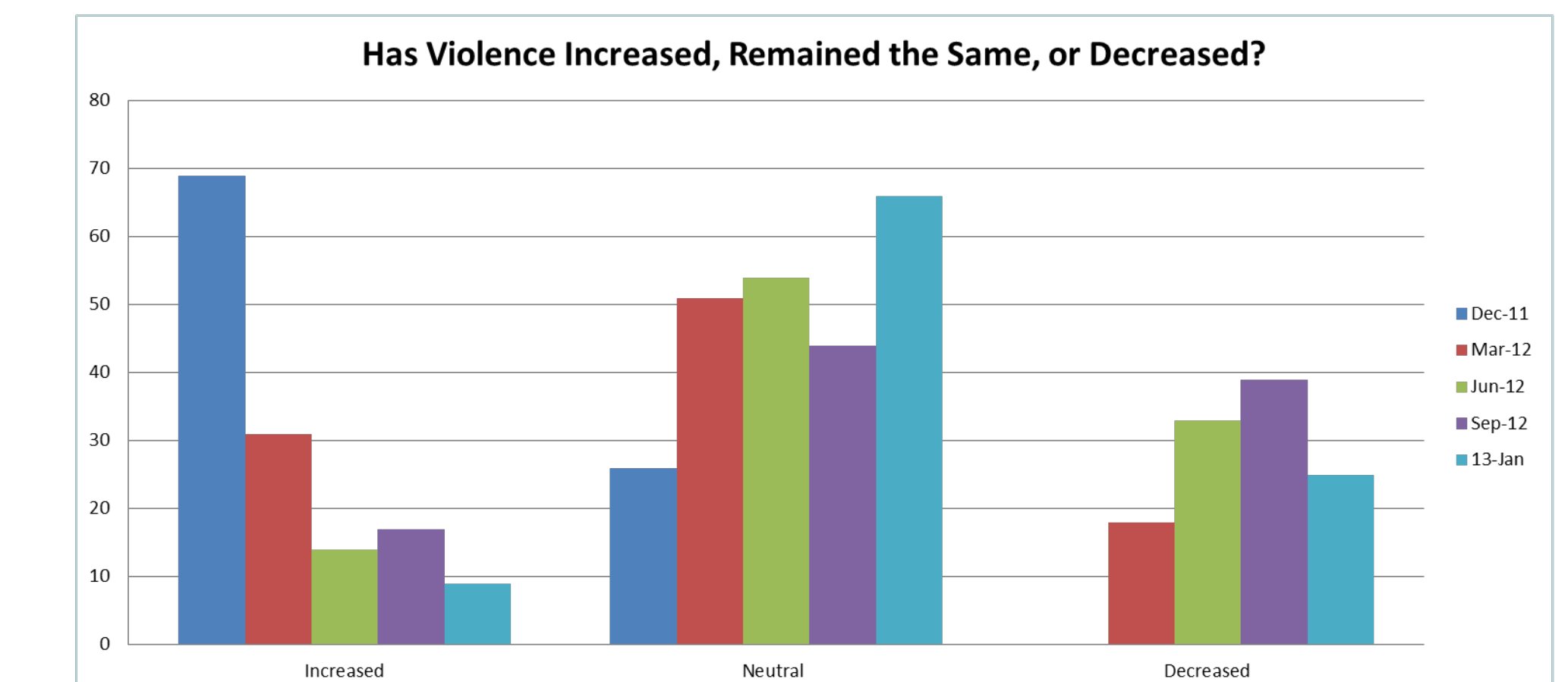
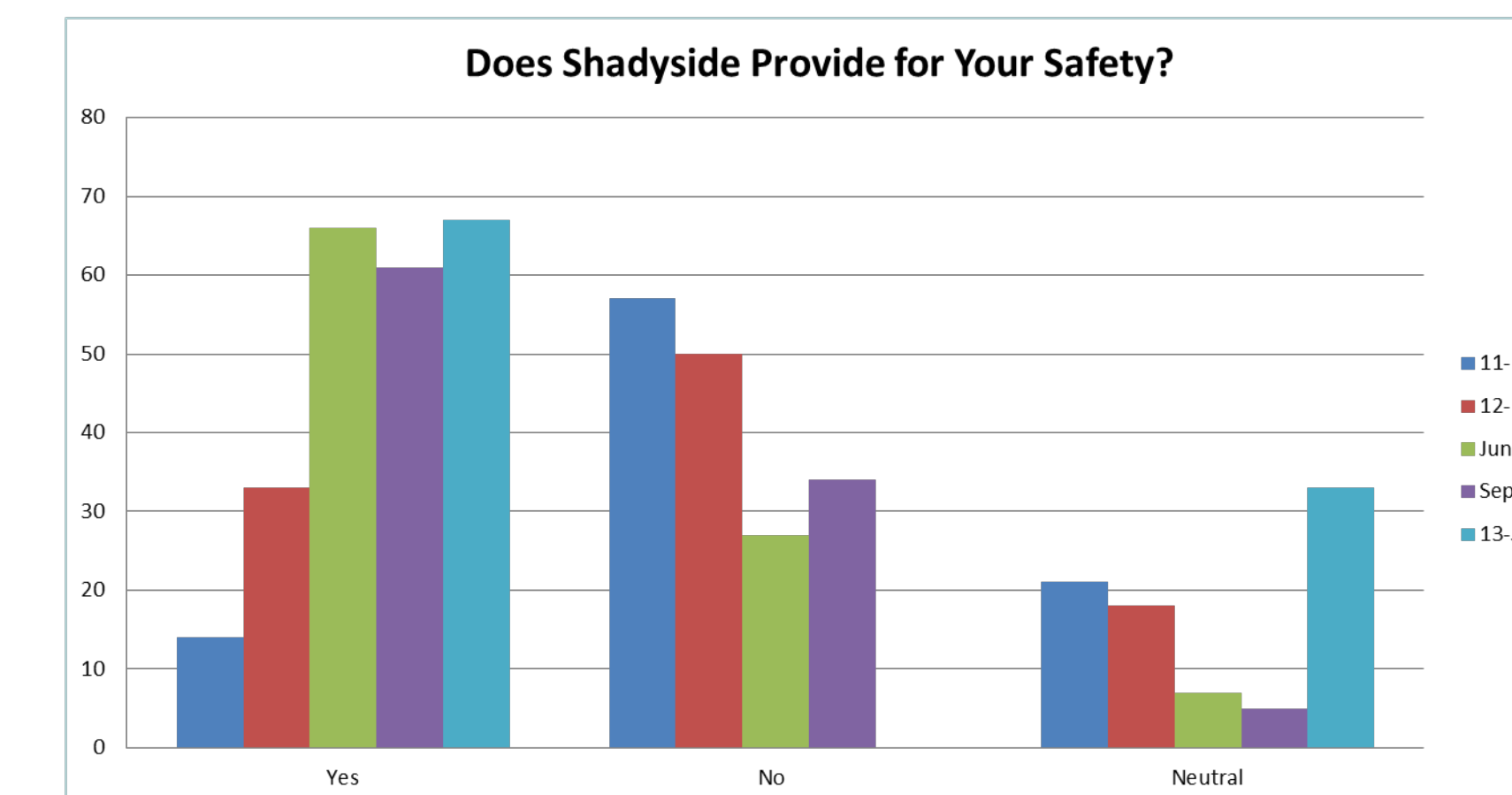
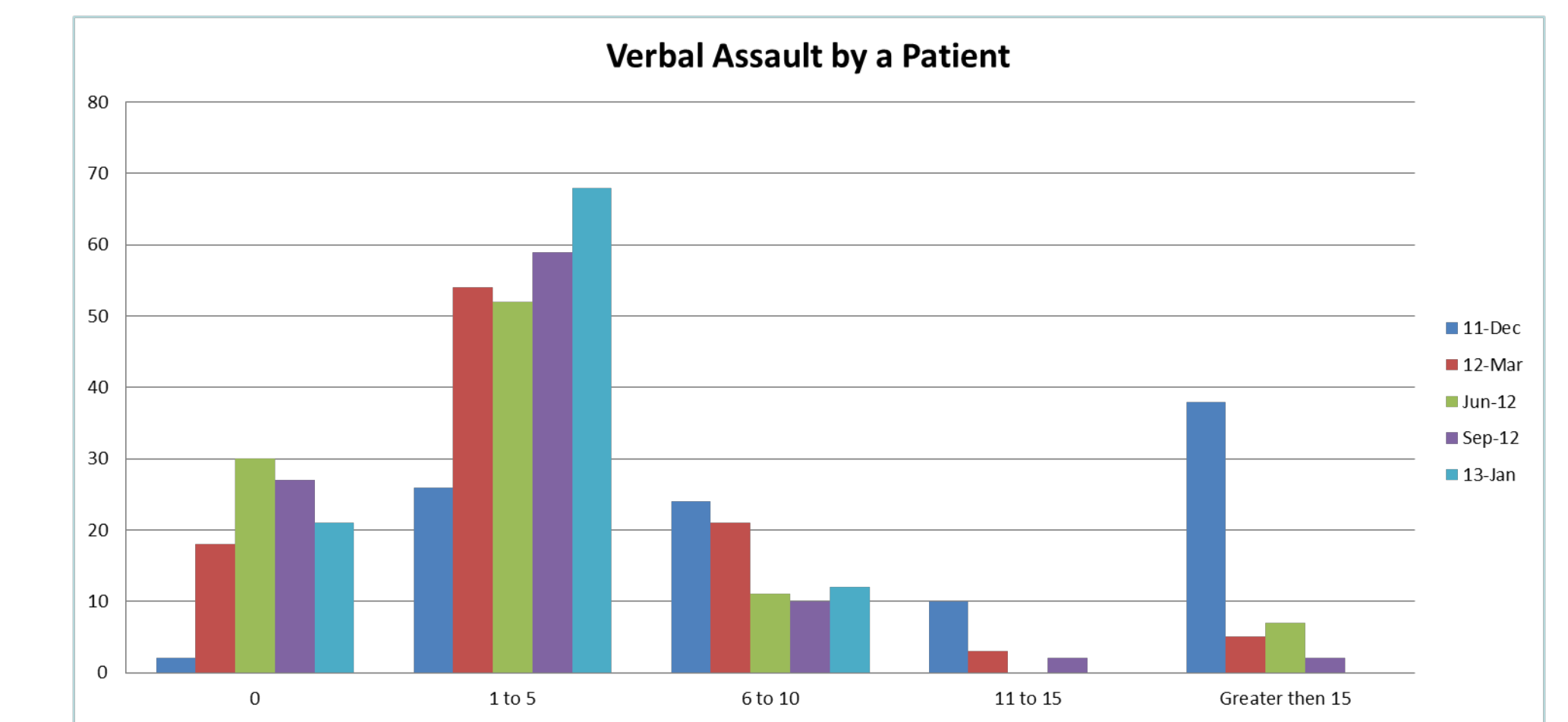
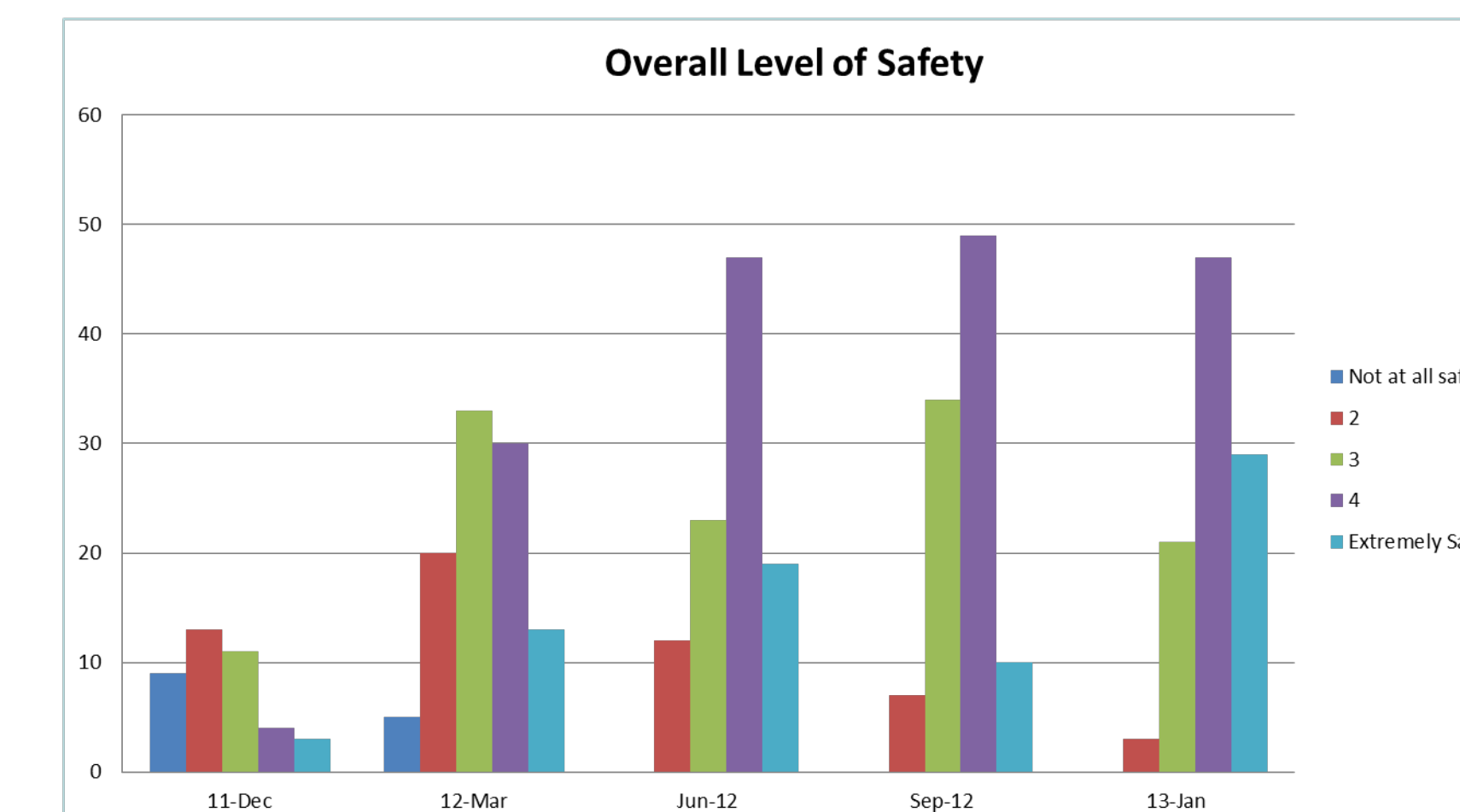
- In December 2011 staff members voluntarily attended an 8 hour course on verbal de-escalation and escape techniques
- January 2012- Installation of metal detector in department with 24/7 security presence
- February 2012- All entrances became badge access only
- Follow up surveys at 3 months, 6 months, 9 months, and 12 months
- 3 ED staff members now qualified to teach de-escalation course
- De-escalation course now mandatory for all staff on a yearly basis

## RESULTS

- Responses on follow up surveys indicated staff felt significantly safer in the workplace.
- Increase in the "Feel completely safe" category
- Decrease in "Do not feel at all safe" category
- Decreases in:
  - Verbal assault greater than 15 times in the past month
  - Being hit by a patient
  - Verbal intimidation
  - Cursed at
  - Calls to security
  - Increases in:
    - The feeling that staff safety was provided for
    - Security effectiveness
    - Monthly weapon counts yield approximately 350 weapons

## IMPLICATIONS

Implementing a Violence Prevention Program increases staff satisfaction and safety by providing staff with the tools they need to create safety in the workplace.



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