

Title:

Combating Workplace Violence: An Evidence-Based Initiative

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Session Title:

Rising Stars of Research and Scholarship Invited Student Posters

Slot (superslotted):

RSG STR: Saturday, 18 March 2017: 7:30 AM-8:00 AM

Slot (superslotted):

RSG STR: Saturday, 18 March 2017: 9:45 AM-10:15 AM

Slot (superslotted):

RSG STR: Saturday, 18 March 2017: 1:30 PM-2:00 PM

Slot (superslotted):

RSG STR: Saturday, 18 March 2017: 3:45 PM-4:15 PM

Keywords:

no violence policy, patient-to-staff violence and workplace violence

References:

1. Emergency Nurses Association (2016). Workplace violence prevention: Know your way out: Recognize, avoid, prevent, and mitigate emergency department violence. Retrieved from <https://ena.peachnewmedia.com/store/streaming/index.php>.
2. Emergency Nurses Association Institute for Emergency Nursing Research (2011). Emergency department violence surveillance study. Retrieved from <http://www.ena.org/IENR/Pages/WorkplaceViolence.aspx>.
3. International Association for Healthcare Security & Safety. (2012). Security Design Guidelines for Healthcare Facilities. Glendale Heights: IAHSS.
4. Occupational Health and Safety Administration (OSHA, 2015). Guidelines for preventing workplace violence for healthcare and social service workers. Retrieved from <https://www.osha.gov/Publications/osh3148.pdf>.

Abstract Summary:

The purpose of this EBP project is to evaluate the effectiveness of instituting an institutional practice policy, implemented on November 14, 2016, on (a) reports of patient-to-staff violence incidents and (b) staff perception of safety and support from hospital administration. Data collection will cease on February 7, 2017.

Learning Activity:

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
1. Identify the impact of workplace violence (WPV) in the emergency department	A. Definition of WPV B. Impact of WPV on personnel and organizational resources
2. Discuss how implementation of an institutional practice policy impacted reporting of WPV	A. Identification sources of measurement: online incident reporting and security request calls B. Time period for comparison: 8 weeks

	prior to implementation versus 8 weeks post-implementation
3. Evaluate how the implementation of an institutional practice policy impacted staff members' perception of safety and support from hospital administration	A. Components of the WPV employee survey B. Comparison of perception of safety pre- and post-implementation C. Comparison of perception of administrative support pre- and post-implementation

Abstract Text:

Multiple factors (e.g., a misperception of what constitutes violence and lack of administrative response following violent events) may precipitate a lack of compliance in hospital employees' reporting patient-to-staff violent incidents, as well as lead to poor staff perception of personal safety and support from hospital administration. Lack of recognition of the true incidence and underreporting of verbal violence, which often precedes physical violence, may contribute to a false sense of security within a healthcare facility.

The purpose of this evidence-based practice (EBP) project is to evaluate the effectiveness of instituting an institutional practice policy, implemented on (a) reports of patient-to-staff violence incidents and (b) staff perception of safety and support from hospital administration in Northwest Indiana hospital.

Retrospective analyses of the facility's online incident reporting system, security request calls, restraint application, and data from a previously deployed WPV employeesurvey was utilized to identify the ED as having had the highest reported occurrence of patient/visitor violence, security assist calls, restraint applications, as well as the lowest perception of safety and support from facility administration.

The WPV policy included procedural direction and signage was drafted and posted indicating the facility's policy stance on having a zero-tolerance environment to violence against staff, patients, and visitors. Four-hour policy in-services addressed (a) the importance or reporting violence, (b) what constitutes violence, and (c) the follow through procedure to be expected when a report is made. Multiple educational sessions were presented throughout the month of November, 2016 to accommodate the varying shifts of the ED staff.

To evaluate the impact of the intervention, WPV surveys will be administered 8-weeks post-implementation and reporting of violent incidents will be tracked via Risk Pro Monitor (the facility's current system). Inferential statistics will be used to evaluate differences in perceptions of safety and administrative support. Descriptive statistics will be used to compare reports of violence. Then, insert your projections here. And end with, statistical significance for all analyses will be established at $p < .05$.