






Perceptions, Instances, and Reporting of Violence in the Emergency Department

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Background and Purpose	Results		
<p>Violence against Emergency Department staff is increasing at an alarming rate. This purpose of this study is to provide evidence to support the objectives.</p>	Staff Survey		Retrospective Chart Audit Findings
<p>Objectives</p>	<p>Is Violence Against ED Staff Considered Part of the Job</p>  <p> <input type="checkbox"/> YES <input type="checkbox"/> NO </p>	<p>Have You Been A Victim of Violence While Working in the ED?</p>  <p> <input type="checkbox"/> YES <input type="checkbox"/> NO </p>	<p>How Frequently Does Violence Against ED Staff Occur?</p>  <p> <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly </p>
<ul style="list-style-type: none"> Identify staff's perception of what a violent act is Identify staff's perception of how frequently violent acts occur in our ED Identify if the violent acts are being reported, and if not, why? Audit for documented incidences of violence against staff and compare to reported incidences of violence Provide statistical evidence of the need for increased safety and security measures to keep staff, patients and visitors safe 	<p><u>What Do You Consider a Violent Act?</u></p> <ul style="list-style-type: none"> 77% Abusive Language 93% Verbal Threat of Physical Assault 100% Physical Attack (hitting, kicking etc...) 97% Biting 95% Being Spit On 93% Unwanted Sexual Advances or contact 	<p><u>If You Were A Victim of Violence in the ED, Did You Report It?</u></p> <ul style="list-style-type: none"> 57% YES 42% NO <p><u>If NO, Why Not?</u> #1 answer – Staff did not feel that there would be actions taken or follow through by hospital administration or law enforcement.</p>	<p><i>*statistics calculated with a 0.2% margin of error and standard 95% confidence level</i></p> <p>Cox North Emergency Department</p> <ul style="list-style-type: none"> 76 violent acts were recorded in the 4,000 charts audited 1.9 violent acts per 100 charts were documented Minimum average daily census at Cox North 100 patients per day Staff at Cox North ED will see a minimum of approximately 2 violent acts per day <p>Cox South Emergency Department</p> <ul style="list-style-type: none"> 90 violent acts were recorded in the 4,000 charts audited 2.25 violent acts per 100 charts were documented Minimum average daily census at Cox South 200 patients per day Staff at Cox South ED will see a minimum of approximately 4.5 violent acts per day
<p>Research Methods</p>	<p>Phase 1 Action Items As A Result From Research Findings</p>		
<ul style="list-style-type: none"> Survey staff to ask their perceptions regarding violence in the ED: what constitutes a violent act, frequency, reporting etc... Audit for reported instances of violence against staff through the incident reporting process Retrospective chart audit for documented violent acts from January 2015 through August 2015. 1,000 charts per month, randomly selected (500 from each campus: north and south) totaling 8,000 charts 	<ul style="list-style-type: none"> Working with the Department of Security, additional Security Officers to be added on both campuses. Additional self-defense training for all ED staff Leaders reviewing protocols focusing on not only patient, but also staff safety 		

Rates of violent acts are based on documented instances of violent acts. As underreporting continues, it is safe to assume that actual incidence is higher.