

# Workplace Aggression and Minimization Strategies

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Nurses working in Al Masarra Hospital, a tertiary psychiatric facility in the Sultanate of Oman being at the frontline are at high risk of exposure to workplace violence and aggression. Based on the 2015 Annual Report of Clinical Incidents, 17% of reported events are related security issues specifically assault by patient, attendant or visitor

## Purpose:

Nurses being at the front line of the healthcare profession ought to develop a framework of care which contains the principles for safe and effective management of disturbed and aggressive behavior within Al Masarra Hospital. This will also promote the reduction and where possible, elimination of the use of manual / mechanical restraint within the facility and works on possible ways to collaboratively address the problem on security issues.

A safer approach to managing the care of patients who exhibit disturbed or aggressive behavior is a primordial focus on coming up with the strategies. This approach is likely to have a better outcome for staff and patients. These minimization strategies cover 7 Domains:

1. Safety Briefing of Staff on Potentially Safety hazards or threats conducted in every Handover/endorsement.

2. Risk assessment and management of triggers or stimuli of aggressive events

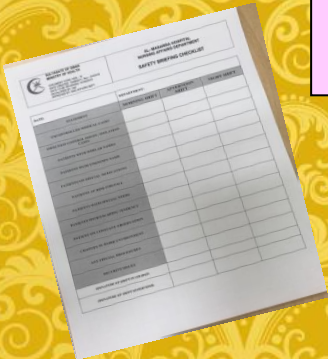
3. Use of De-escalation techniques as part of on-going communication and engagement with the patient and their family as part of care planning

4. Case Management and implementation of a Code White Response System as part of behavioral crisis management interventions

5. Creation of a Simulation Based Mandatory Course on Personal Safety and Aggression Management based on Ethical Care Control and Restraint (UK) Ltd. Standards

6. Code White Drills as part of staff professional competency improvement and development.

7. Post Incident Management through Incident reviews, Debriefing and case reflections.



With the incessant implementation of the strategies there was a decreased on assault of patient, attendant or visitor reported incidents at the end of 2017. Indeed, positive and proactive care is the main approach to patient care, using restrictive interventions has always been the last resort in the treatment options. Treating patients with dignity, compassion and respect are the core values of the management.