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**Regions Hospital®**

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# Workplace Violence Prevention – Safe at Last?

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# Disclosures

The speakers have no conflicts of interest or disclosures related to this presentation

The tool discussed in this presentation is from work done at HealthPartners and is a proprietary product of our organization.

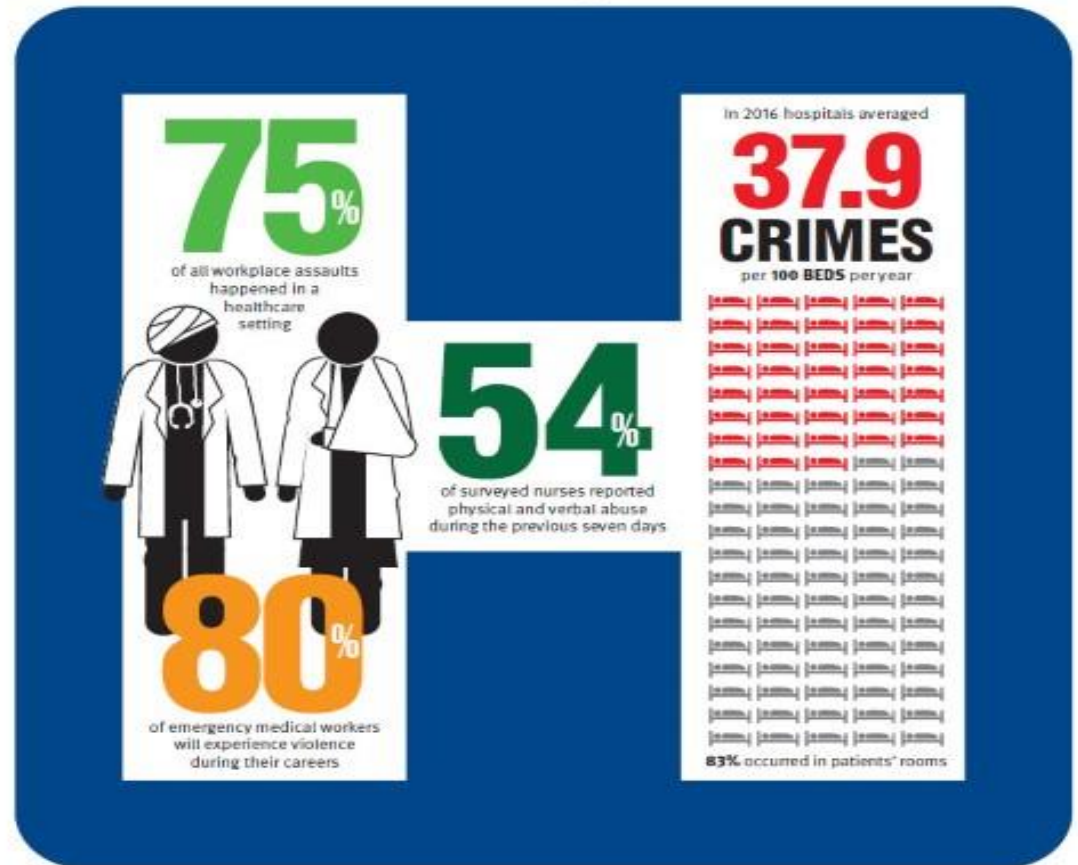
# Regions Hospital



Established in 1872  
Level 1 trauma & pediatric trauma center  
Teaching & research hospital  
454 beds  
Comprehensive Stroke Center  
Inner city hospital located in St. Paul, MN

# Call to Action

## Healthcare Workplace Violence



# Background

- 2004-Best Care Best Experience, it started with a cultural shift
- Workplace Violence Prevention began late 2013, more structured 2014
- 2014-HealthPartners Annual Engagement Survey indicated that **89%** of employees believed that “adequate measures are taken at my location to ensure employee safety”
- 2015-Minnesota Legislature passed a law that hospitals must design and implement preparedness and incident response plans for action.
- **2018-** HealthPartners Annual Engagement Survey indicated that **89%** of employees believed that “adequate measures are taken at my location to ensure employee safety”

# Overall Plan



## 2014—Roadmap developed by Minnesota Hospital Association

- Safety Coordination – Violence Prevention Program
- Accurate and Concurrent Reporting
- Facility Culture and Accountability
- Staff Education

# Safety Call

- Facilitated daily by senior leader
- 38 departments report
- Workplace Violence incidents and PERT (Psychiatric Emergency Response Team) activations included
- Identified as one of the first key successes of the safety call was the **increased awareness** of the amount of workplace violence experienced by staff across the hospital.
- Safety call is an efficient format for leaders to request additional security rounding as needed for their area.

# Communication of Risk-MIAHTAPS<sup>©</sup>

	Behavior Exhibited	Description	Score
M	Altered Mental Status	Appears confused, disoriented, disorganized, intoxicated (drugs or alcohol)	<ul style="list-style-type: none"> <li>• yes (1)</li> <li>• no (0)</li> </ul>
I	Irritable	Upset, easily startled, easily annoyed, alarmed, or mumbling	<ul style="list-style-type: none"> <li>• yes (1)</li> <li>• no (0)</li> </ul>
A	Agitated	Rapid speech, hyperventilation, uncooperative, raise voice/shouting, flailing around in bed	<ul style="list-style-type: none"> <li>• yes (1)</li> <li>• no (0)</li> </ul>
H	History of violence	Any history	<ul style="list-style-type: none"> <li>• yes (2)</li> <li>• no (0)</li> </ul>
T	Threatening verbal/physical	Physical/verbal actions with clear intent to intimidate or cause harm	<ul style="list-style-type: none"> <li>• yes (3)</li> <li>• no (0)</li> </ul>
A	Attacking objects	A physical attack directed at an object, NOT a person	<ul style="list-style-type: none"> <li>• yes (3)</li> <li>• no (0)</li> </ul>
P/S	Pacing and/or Staring	Not breaking eye contact, prolonged glaring, pacing	<ul style="list-style-type: none"> <li>• yes (1)</li> <li>• no (0)</li> </ul>





# Communication of Risk – MIAHTAPS interventions

Risk score 0-2 low- medium risk	Risk score 3-4 high risk	Risk score 5+ severe risk
<ul style="list-style-type: none"> <li>•Comfort items*</li> <li>•Comfort room as indicated (MH)</li> <li>•Exercise equipment</li> <li>•Head phones</li> <li>•Rocking chair (MH)</li> <li>•Oral motor interventions— gum, hard candy</li> <li>•Weighted shrug/pad (MH)</li> <li>•Dim lights</li> </ul> <p>*Comfort items: Fidgets, stress ball, word puzzles, coloring sheets, journals, music</p>	<ul style="list-style-type: none"> <li>•Notify provider to order MIAHTAPS order set</li> <li>•Provide comfort measures as indicated: warm blanket, beverage, snack, weighted shrug-MH</li> <li>•Offer as-needed meds as ordered</li> <li>•Provide communication: plan of care update, wait time, orient patient to place, time, situation, verbal de-escalation, allow time to vent</li> <li>•Notify Charge RN</li> <li>•Distraction</li> <li>•Decrease stimulation</li> <li>•Pet therapy</li> <li>•Music consult</li> <li>•Identify triggers</li> <li>•Relaxation channel on TV</li> <li>•Comfort box as needed</li> <li>•Notify security</li> <li>•PERT call</li> </ul>	<ul style="list-style-type: none"> <li>•Notify security</li> <li>•Provide safe environment</li> <li>•Offer PO medication first</li> <li>•Seclusion room (MH)</li> <li>•Physical restraints</li> <li>•Provider at bedside</li> <li>•Code Red or Purple (ED)</li> <li>•Behavioral emergency</li> <li>•Administer as needed medications</li> <li>•PERT call</li> <li>•Have staff &amp; other patients leave are for protection</li> <li>•ALERT: potential risk of aggression with cares</li> </ul>

# Disclaimer

- You are free to use the MIAHTAPS Violence Risk Assessment Tool (the “Tool”) under the following terms:
- **Share** — copy and redistribute the Tool in any medium or format for any non-commercial purpose.
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# Communication of Risk – Epic Aggression Flag

- Magnet applied to patient's doorway



- Banner in EHR identifies patients coming into facilities with history of violence



Name	MRN	Date of Birth	Sex
Wonder,Wait	92104522	1/1/1960	Mal

**Patient has a Highlight of: Aggression Alert**

Demonstration of physical actions with the intent to intimidate or cause physical harm

Details noted in encounter dated: 7/3/17 at this location: Regions Hospital

# Levels of training

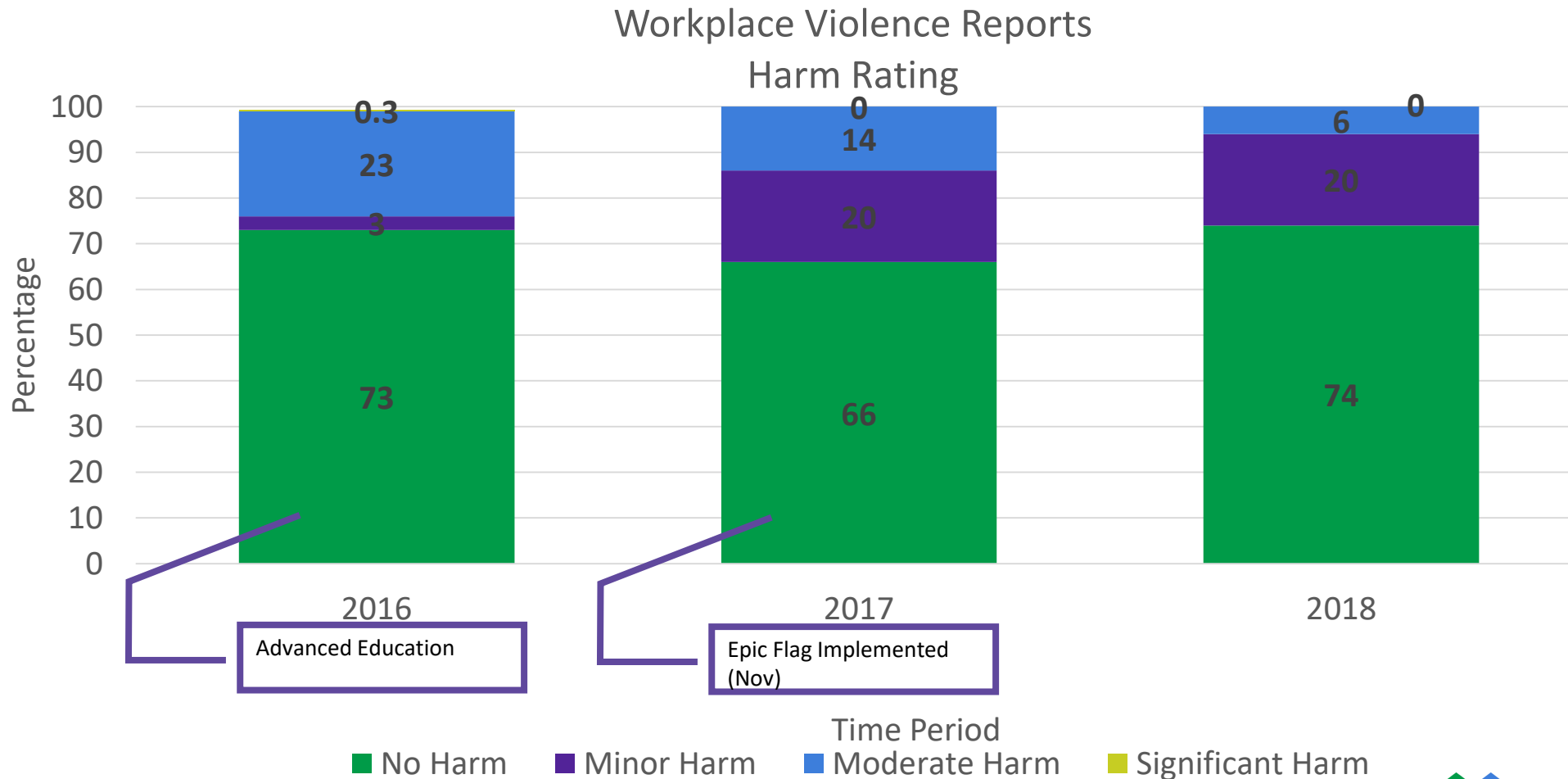
## Annual—Online

- All employees
- All credentialed providers

## Advanced—Classroom Training

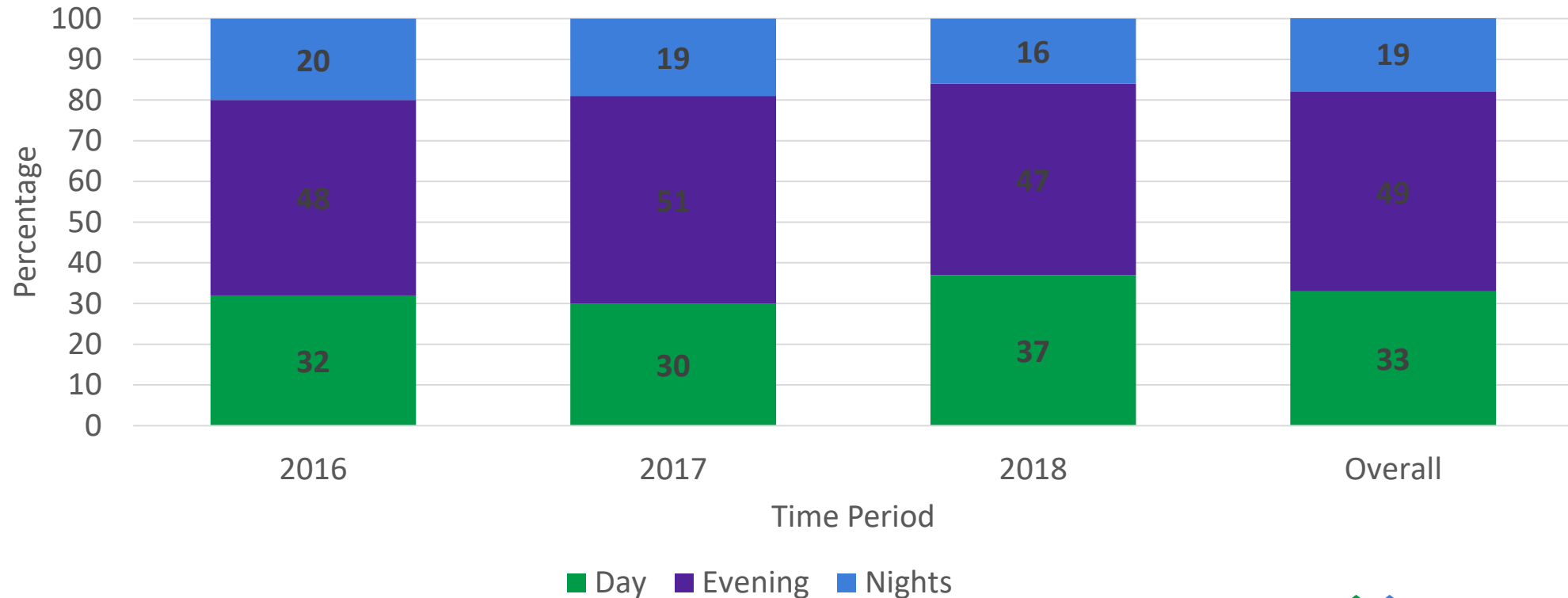
- 6 hour—Emergency Department, Mental Health & Security
- 4 hour—Inpatient Nursing, Pre/Post-op Nursing, MH Social Work
- 2 hour—Support Services (RTs, Lab, Rehab, Interpreters, etc.); credentialed providers in Mental Health, Emergency Department and Hospitalists

# Workplace Violence Report Data



# Workplace Violence Report Data

## Workplace Violence Data Reports By Shift



# Sustaining the Gain

- Modify education content to include what we learn from Workplace Violence Incident reports
- Revise Epic Flag placement and documentation process based on initial use and review process
- Create feedback loop for staff who place Epic Aggression Flags
- Post-incident After Care

# Questions?

**A Safe  
Workplace  
is no  
Accident** 



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