

2023 Medicaid Quality Incentive Measure

Measure 11	
Contact Person	Ryan Robertson, (206)216-2536
Measure Name:	Workplace Violence (WPV)
Measure eligibility:	All hospitals who wish to participate in MQI are eligible to complete this metric.
Why?	Workplace violence is a pervasive challenge facing all hospitals. Members have asked for WSHA’s support in identifying strategies for reducing WPV using data to identify and mitigate events in a meaningful way.
Clinical Rationale:	<p>Workplace violence that occurs between hospital care providers and patients impacts more than 5 million workers across hospitals of all types in the United States. Staff are exposed to many safety and health hazards, including violence. In 2017 the Bureau of Labor Statistics found that 18,400 workers experienced trauma from nonfatal workplace violence and required days away from work. Diving further into the data they also found:</p> <ul style="list-style-type: none"> • 70% were female • 67% were aged 25 to 54 • 71% worked in the healthcare and social assistance industry • 18% required 31 or more days away from work to recover, and 25% involved 3 to 5 days away from work. <p>According to the CDC, WPV events are reported most frequently in psychiatric units, emergency rooms, waiting rooms and geriatric units. The risk factors for violence vary from hospital to hospital depending on location, size, and type of care. Common risk factors for hospital violence include the following:</p> <ul style="list-style-type: none"> • Working directly with patients who are cognitively impaired e.g., are under the influence of drugs or alcohol, have brain injuries, have acute or chronic paranoia or have a recent or substantial history of violence. • Patients with histories of emotional or physical trauma as a child or adult • Transitions in patients’ daily schedules: e.g., mealtimes, visiting hours and shift changes • Patients having to wait a long time for service • Patients having to be in overcrowded, uncomfortable waiting rooms • Staff working alone • Lack of staff training and policies to care for patients who are at risk of violent behavior. • Environmental design: poorly lit corridors, rooms, parking lots, and other areas² <p>Due to historical trauma and individual experiences, seeking healthcare can be a challenging experience for some individuals. This can contribute to feeling unsafe and it is imperative that patients be treated with care, compassion, and understanding. Language barriers can make feeling safe challenging, and patients should be given access to translators when seeking care in an environment where their primary language is not spoken.</p> <p>This data directly correlates with the WPV programming that WSHA is conducting in 2023.</p> <p>Selected References:</p> <ul style="list-style-type: none"> • Addressing Emergency Department Nurses’ Experiences of Workplace Violence through the

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	Development of a Peer-based, Post Code Gray Support Tool 2021	
Definition:	Number (count) of workplace violence events in which a physical assault or threat of physical assault within the hospital setting.	
Included Populations:	Pediatrics, admitted adult patients (i.e., ≥ 18 years of age), and specialty patients.	
Exclusions:	No exclusions.	
Fields to be reported:	<ul style="list-style-type: none"> • Number (count) of workplace violence events in which a physical assault or threat of physical assault occurred within the hospital setting • Age • Location • # of English speakers vs non-English speakers • # of times non-English speakers were offered a translator 	
Data Collection period:	July 1, 2023 - December 31, 2023	
Reporting deadline:	30 days after the close of the performance period or by January 31, 2024.	
Audits and validation: Do not change	Data are subject to audit by the state. WSHA will not audit but will complete a few basic validity checks.	
Submission Frequency:	Monthly (every month for the six months of the performance period from July 1, 2023, to December 31, 2023).	
Data collection system:	Washington State Hospital Association Quality Benchmarking System, QBS.	
Data Scoring:	All WPV Events	
	Thresholds	All Events
	Point Awards 2023	10 points