



# TEAM WORKSHOP

## Developing, Implementing, and Evaluating Effective Workplace Violence Programs for Hospitals and Outpatient Clinics

Workshop content is based on information and tools provided in the Oregon Workplace Safety Initiative Workplace Violence in Healthcare: A Toolkit for Prevention and Management

### WORKSHOP DESCRIPTION

Estimates indicate that professionals working in healthcare and social assistance services experience workplace violence-related injuries resulting in days away from work at a rate four times higher than that of other private sector workers.<sup>1</sup>

The focus of this interactive workshop is development of effective workplace violence programs. Attendees will be provided with practical information and tools that will allow them to develop or enhance an existing workplace violence program at their facility. Hospitals are encouraged to send small groups of staff who are or will be involved in development and management of workplace violence programs. These attendees will participate in group-based work activities throughout the workshop with the goal of developing a draft workplace violence program plan for their facility.

Work groups will use the comprehensive workplace violence 'Gap Analysis' tool provided in the toolkit, to define elements of current workplace violence initiatives that are successful at their facility, and those that need to be enhanced or implemented. Attendees will be encouraged to network and share their ideas and experiences when implementing workplace violence and other safety programs in healthcare. Overcoming common barriers such as, changing organizational and staff culture when implementing and sustaining a workplace violence program will be highlighted.

### TRAINING INFORMATION

**Upcoming Dates:**

November 1, 2019

December 6, 2019

**Location:**

University of Washington  
4225 Roosevelt Way NE, Suite  
100, Seattle, WA 98105

### REGISTRATION

**Registration Price: \$205**

To register, please visit [osha.washington.edu](http://osha.washington.edu) or contact the Northwest Center for Occupational Health and Safety at [ce@uw.edu](mailto:ce@uw.edu) or 206-685-3089.



## WORKSHOP TOPICS

- **Background** to the development and use of the toolkit and lessons learned from the 5 hospitals that participated in the Oregon Workplace Safety Initiative Workplace WPV Project
- **Understanding Work Place Violence (WPV) in Health Care:** A brief overview of current data and evidence base related to WPV in healthcare; program structure and how a WPV program related to maintaining a culture of worker and patient safety.
- **Getting Started:** Collecting, analyzing and presenting WPV related injury data; securing leadership support for program development; and forming or enhancing your WPV committee.
- **Hazard Identification & Assessment:** Defining the full scope of WPV related issues and risk at your facility through completion of a Gap analysis; staff surveys and safety and security assessment of the facility
- **Developing the WPV Program Plan:** Program elements; policy development; and communication activities to socialize the WPV program
- **Hazard Control and Prevention:** A brief overview will be provided of common WPV prevention and control strategies and tools including building design and safety and security measures; patient assessment tools and protocols for managing and responding to violence; and effective use of security personnel. *Please note de-escalation techniques or specific clinical interventions to manage violence will not be discussed in detail.*
- **Education and Training:** Developing a comprehensive education plan and knowing what training resources are available
- **Implementing and Evaluating the Program:** recommendations for successful implementation and tool and strategies for program evaluation (outcomes and processes) and ongoing communication of outcomes.
- **Key Elements of Program Improvement & Sustainability**
- **Additional Resources:** A digital copy of the Oregon Workplace Safety Initiative Workplace Violence in Healthcare: A Toolkit for Prevention and Management will be provided to participants together with other presentation materials

*Most studies have shown that after an episode of workplace violence, there are increased rates of missed workdays, burnout and job dissatisfaction along with decreased productivity and overall feelings of safety among staff members.<sup>3</sup>*

### CONTACT US

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## LEARNING OBJECTIVES

Upon workshop completion attendees will be able to:

- Describe the key components of a sustainable WPV program
- Identify the data needed to define the scope of WPV at your facility and to evaluate a WPV program
- Define how to develop a comprehensive WPV program plan that is supported by leadership
- Identify the resources needed to manage, implement and sustain a WPV program
- Identify common barriers to implementing a WPV program and how to address them
- Start development of a WPV program plan and gap analysis of current WPV efforts at your facility

## WORKSHOP INSTRUCTOR

Lynda Enos, RN, BSN, MS, COHN-S, CPE is an occupational health nurse and certified professional ergonomist with over 25 years of work and consulting experience in industrial and health care ergonomics. She holds an undergraduate degree in nursing and a graduate degree in human factors from the University of Idaho. Ms. Enos is a certified occupational health nurse (COHN-S) and certified professional ergonomist (CPE). Ms. Enos recently completed a 2-year project for the Oregon Association for Hospitals and Health Systems (OAHHS) that included providing assistance to 5 hospitals in Oregon to review their existing workplace violence prevention (WPV) programs, and develop comprehensive program plans to address WPV perpetrated by patients and families toward health care staff.

**75%** of all workplace assaults occurred in health care settings between 2011-2013.<sup>1</sup>

1. OSHA. Guidelines for preventing workplace violence for healthcare and social service workers (OSHA, 3148-04R). Washington, DC: OSHA, 2015.

2. Foley, M, Rauser, E. Workplace Violence and Aggression, Part 1. Work, vol. 42, no. 1, pp. 67-81, 2012.

3. Phillips, J. Workplace Violence against Health Care Workers in the United States. New England Journal of Medicine, 374(17):1661-1669, 2016.