

Problem/Significance

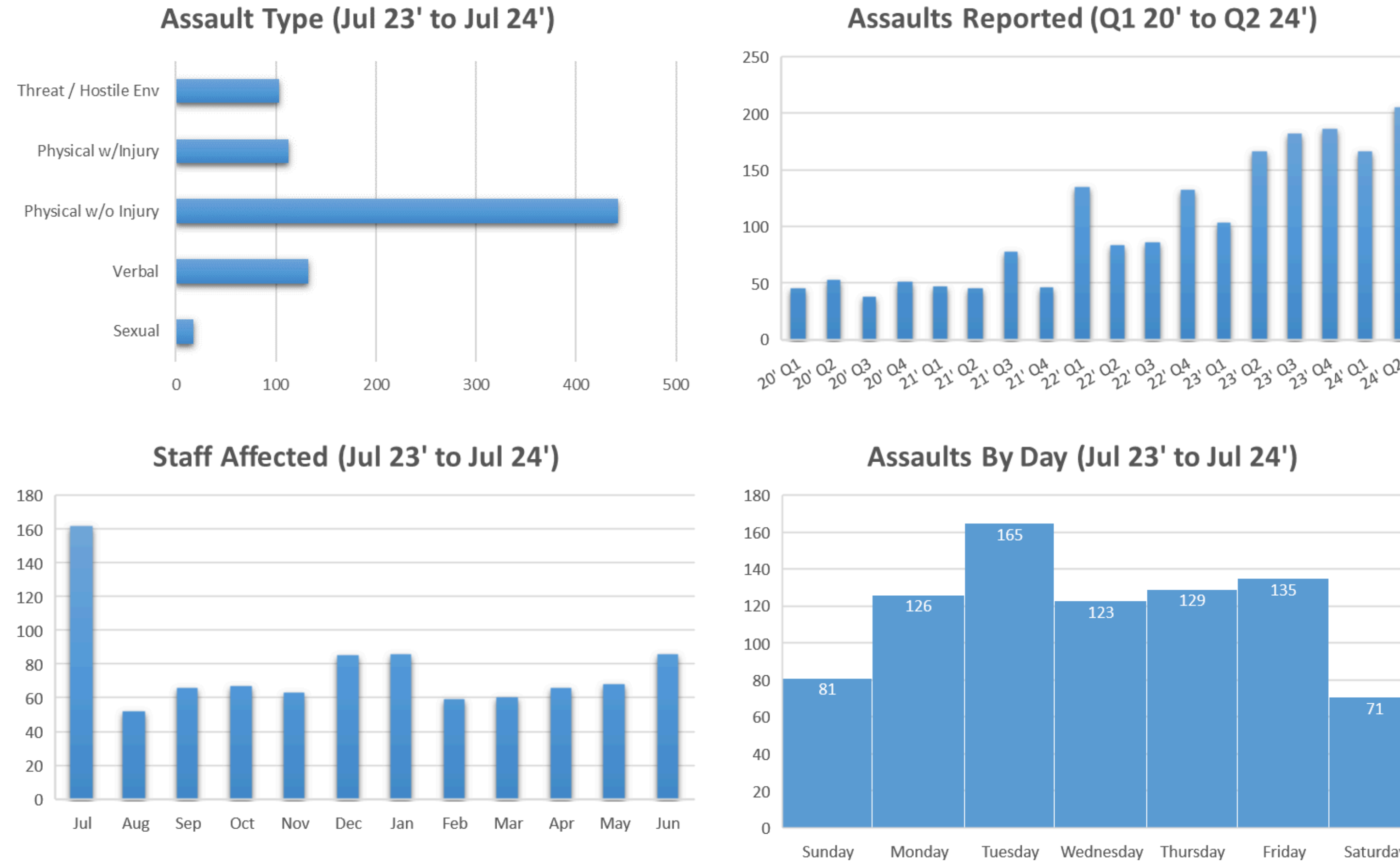
Workplace violence in healthcare is a critical concern. According to the Bureau of Labor Statistics intentional injuries were at a rate of 10.4% per 10,000 full-time workers as compared to 2.1% within all-worker incidence. Healthcare/Social Services industries are 5x as likely to sustain workplace violence injuries compared to overall workers. Upstate University Hospital in Syracuse, NY, is actively developing a comprehensive workplace violence program to prevent and mitigate violence against its approximated 9,460 workforce.

SUNY Upstate has experienced significant instances of workplace violence calling hospital leadership to action. In 2020 WPV events totaled 187 annually. This was identified to be an underreported statistic. Upstate launched a hospital and regional wide campaign to increase awareness, mitigation and reporting of events. By 2023, reporting statistics rose to 637.

Methods

<ul style="list-style-type: none"> Weekly Rounding <ul style="list-style-type: none"> Inpatient Ambulatory 	<ul style="list-style-type: none"> Analysis <ul style="list-style-type: none"> Data Root cause 	<ul style="list-style-type: none"> Interdisciplinary Conflict Mitigation Group
<ul style="list-style-type: none"> Risk Assessments 	<ul style="list-style-type: none"> WPV Tip Sheets <ul style="list-style-type: none"> Staff Managers 	<ul style="list-style-type: none"> Policy development <ul style="list-style-type: none"> EPIC chart flagging
<ul style="list-style-type: none"> Personal panic devices 	<ul style="list-style-type: none"> Redcap Survey <ul style="list-style-type: none"> Abilities Awareness Barriers 	<ul style="list-style-type: none"> Initiatives presented at regional summit
<ul style="list-style-type: none"> Community collaboration <ul style="list-style-type: none"> 12 regional healthcare systems District Attorney's Office 	<ul style="list-style-type: none"> Proposals <ul style="list-style-type: none"> K-9 Unit 	<ul style="list-style-type: none"> Education <ul style="list-style-type: none"> Workplace Violence Month Hospital signage

WPV Data



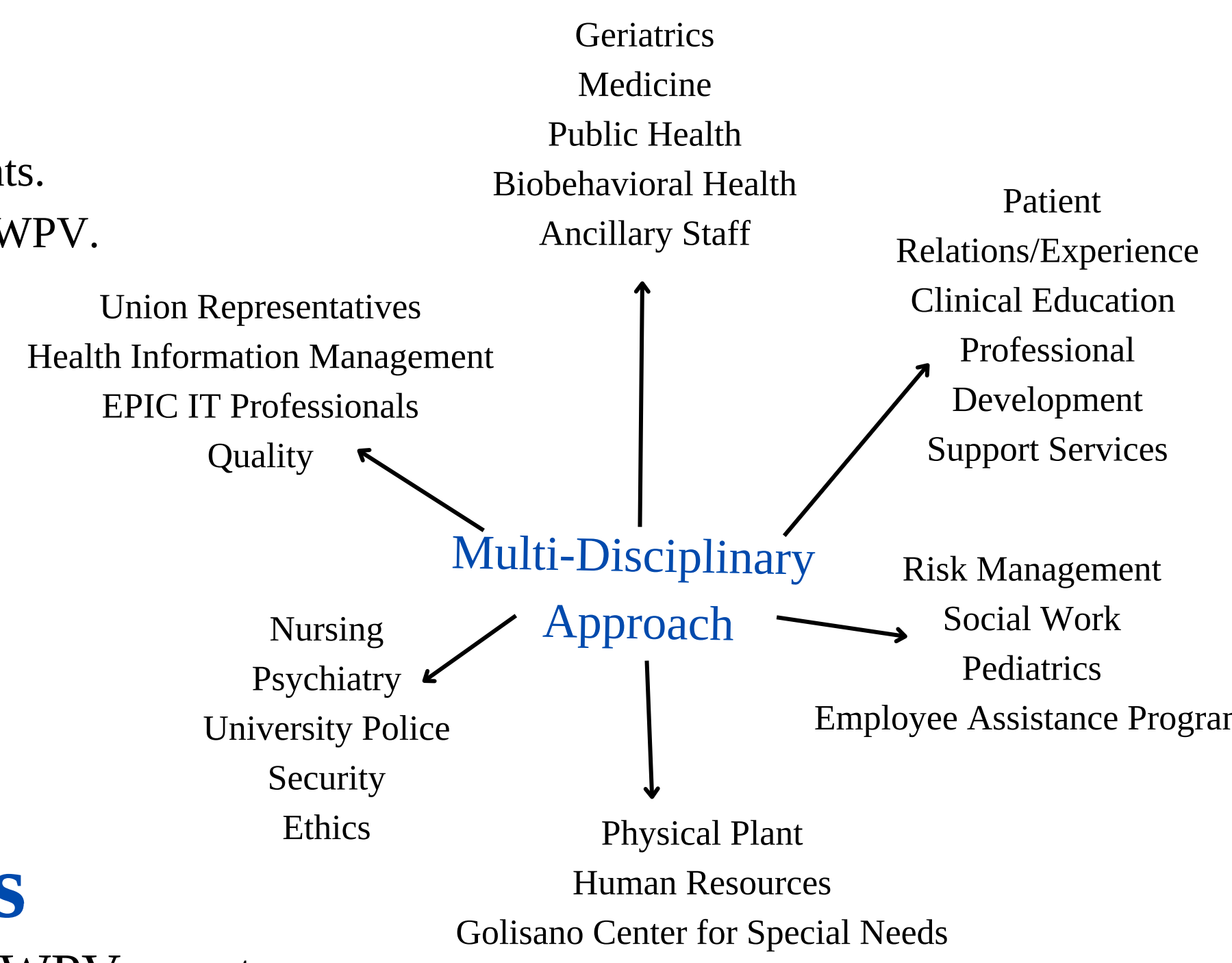
Data Analytics

- Post implementation of WPV Coordinator Roles
 - Increased reporting/awareness of WPV events.
 - Identification of key data points combating WPV.
 - Patients account for 94% of assaults
 - Roles most at risk include:
 - Nurse
 - Nurse Aid
 - Care Technician
 - Locations most affected
 - Psychiatric Units
 - Emergency Departments
 - Inpatient Pediatrics

Innovation Goals

- Increase reporting/awareness of WPV events.
- Prioritizing staff safety.
- Data analysis to inform prevention strategies

Multi-Disciplinary Approach



References

- Bureau of Labor Statistics 2024
- Upstate University Hospital

Results

- Increased Staff Support/Awareness.
- Staff education on Autism, TBI, and PTSD.
- Environmental modifications:
 - Updated surveillance infrastructure yielding \$50,000 cost-savings.
 - Repositioning of cameras and mirrors for safety surveillance.
 - K-9 Unit
- Plain-clothes security rounding.
- Policy and Procedure for Flagging implemented.
- Violence Assessment Tool development.

Leadership Commitment

- Prompt support and response to rise in WPV events.
- Identified value in hiring 2 WPV Coordinators possessing different skills
 - 1 with security background.
 - 1 with occupational therapy background.
- Requesting monthly updates to be shared with President and CMO.
- Sponsored Respect & Heal Summit collaborating with regional healthcare systems.

Replication

- Development of tailored WPV Coordinator role.
- Support and commitment from leadership.
- Utilization of interdisciplinary team.
- Implementing WPV policies in accordance with regulatory standards.
- Continual assessment of risks.
- Providing diagnosis specific training to staff.