

The Leadership Institute Millennium Group Roundtable

May 2019

Strategies and Approaches to Support Workplace Safety

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**Baystate
Health**

ADVANCING CARE.
ENHANCING LIVES.

Accelerating Solutions to an Accelerating Problem

Objective: Establish and maintain a comprehensive program for the prevention, reporting and management of all types of workplace violence.

Care providers in our clinical areas are prepared in the prevention, assessment, and management of aggression in patients, visitors, and colleagues.

Culture of Safety: Patient and Workplace Safety

Maintain Culture of Respect:

- Respectful communication
- Organizational policies
- Incident reporting – efficient and blame-free
- Align culture of workplace safety and culture of patient safety
- Team building – Behavioral Resource Nurse work in outpatient settings



Training Programs

- Behavior De-Escalation Training Program
 - Crisis Prevention Institute (CPI) (8-hour course)
 - Situational Awareness (focus on civility and lower risk encounters)
- A.L.I.C.E. – active shooter education & training
- Staff Resiliency Programs
- Peer Resilience
- Burnout Education
- Nurse Residency Education

Management of Events

Easy and effective way for employees to report events and receive support

- SRS system from homepage of BH website
- Individual hospital review/response
- Risk Management – collects and trends data
- Human Resources – hostility between employees
- Employee Health – physical assaults
- Security – criminal complaints

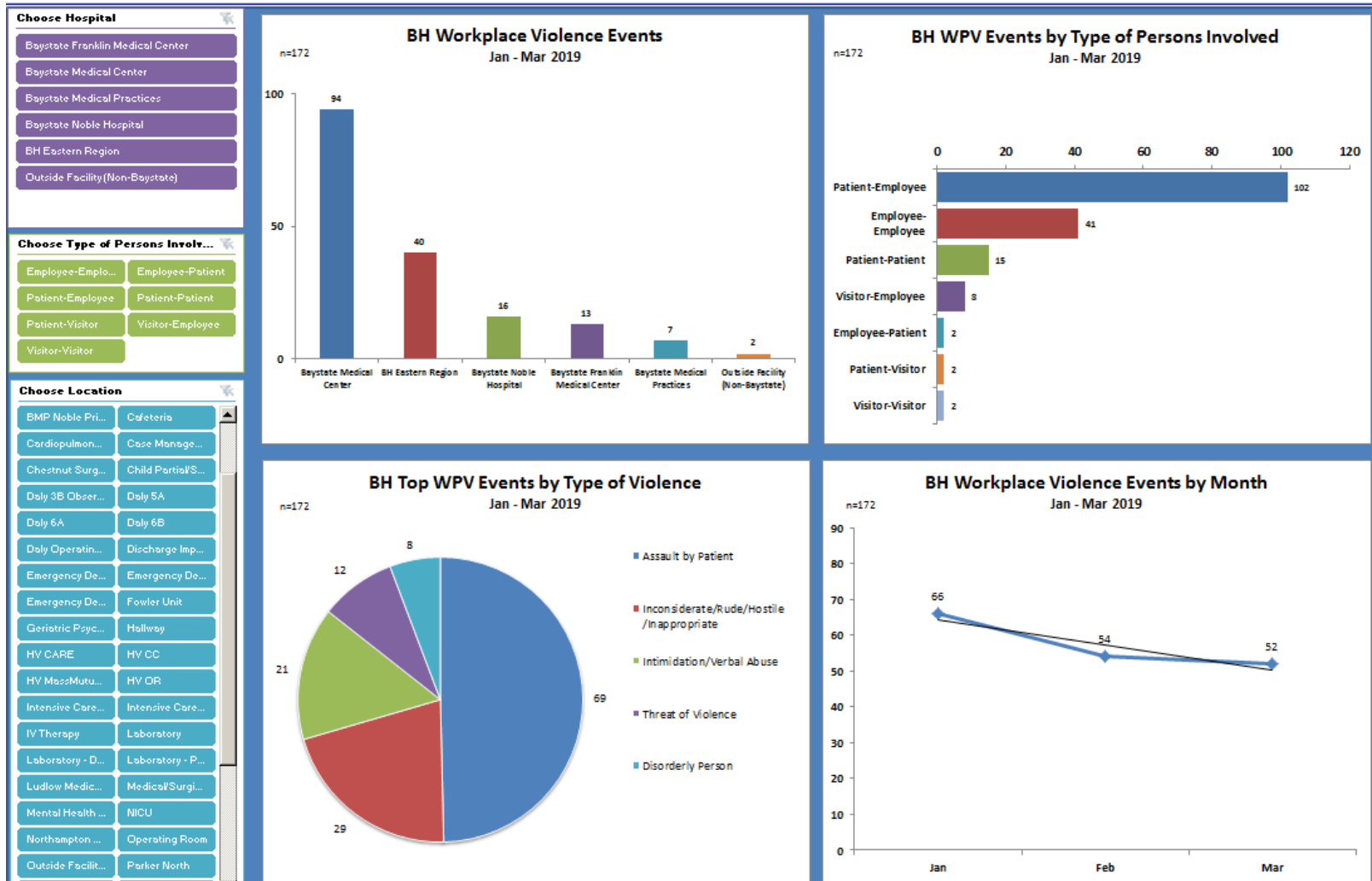
Management of Events

- Security Alerts in the EMR
 - Security alerts pop up for staff caring for patient when signing into patients chart in CIS.
 - Developing method for Security Alerts in outpatient areas

Data Management/Lessons Learned Dashboard

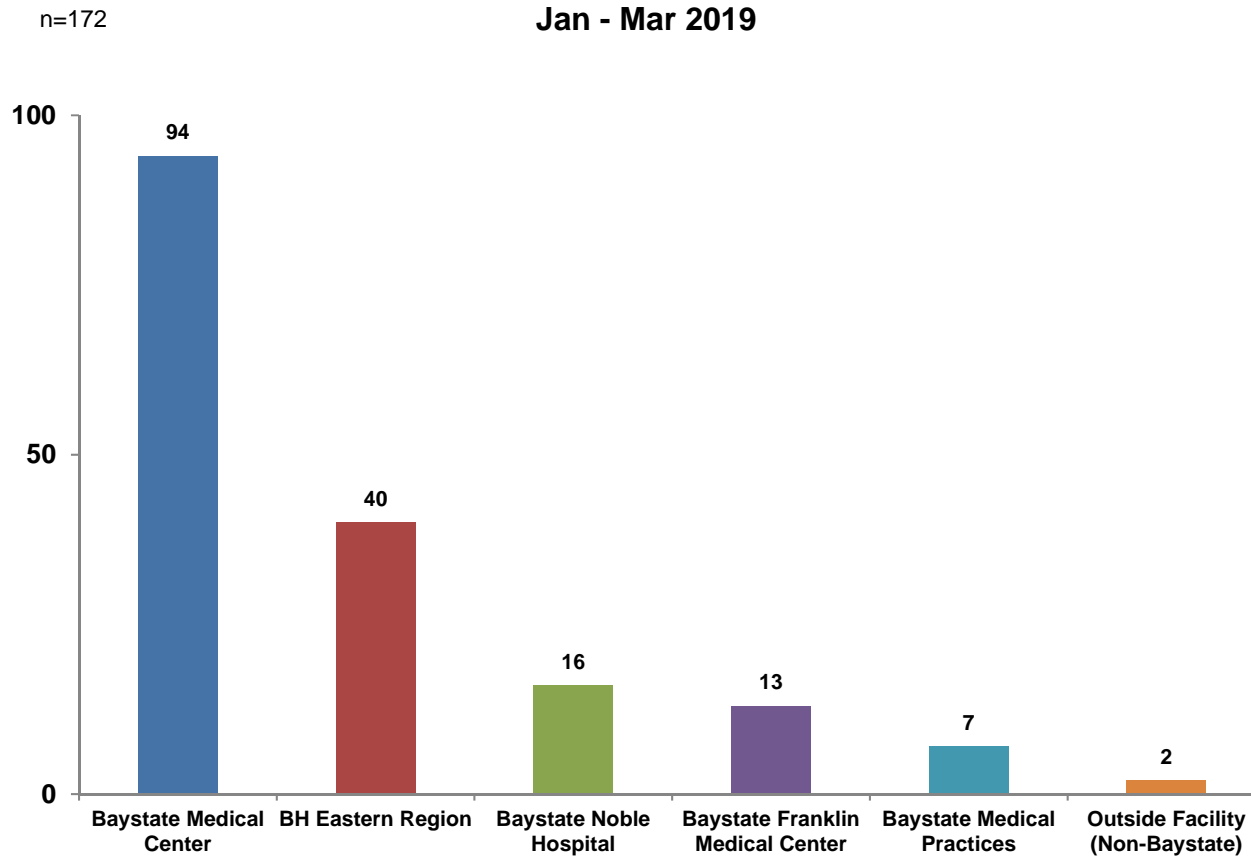
- Comprehensive overview
 - System wide
 - Employee – Employee
 - Employee – Patient
 - Patient – Employee
 - Patient – Patient
 - Visitor – Employee
- Share information with team members
- Interventions for high-risk patients/populations

Workplace Safety Dashboard

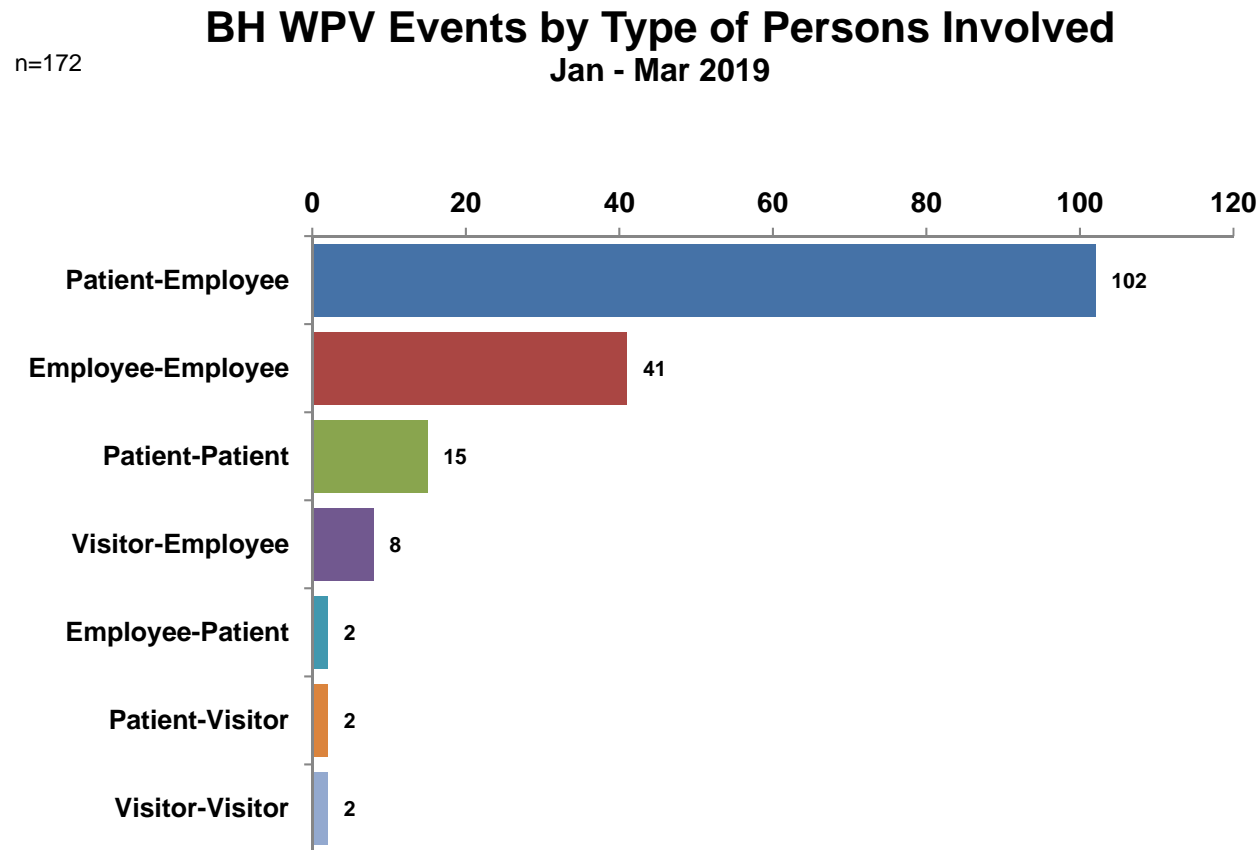


Baystate Health Dashboard

BH Workplace Violence Events Jan - Mar 2019



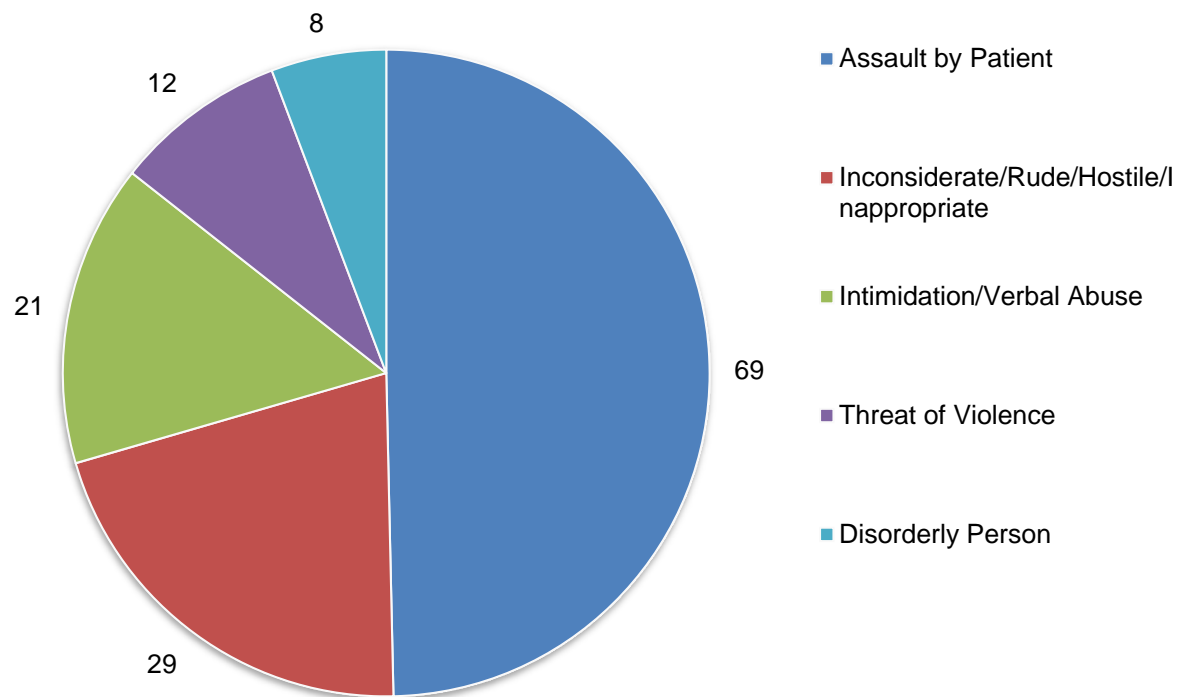
Baystate Health Dashboard



Baystate Health Dashboard

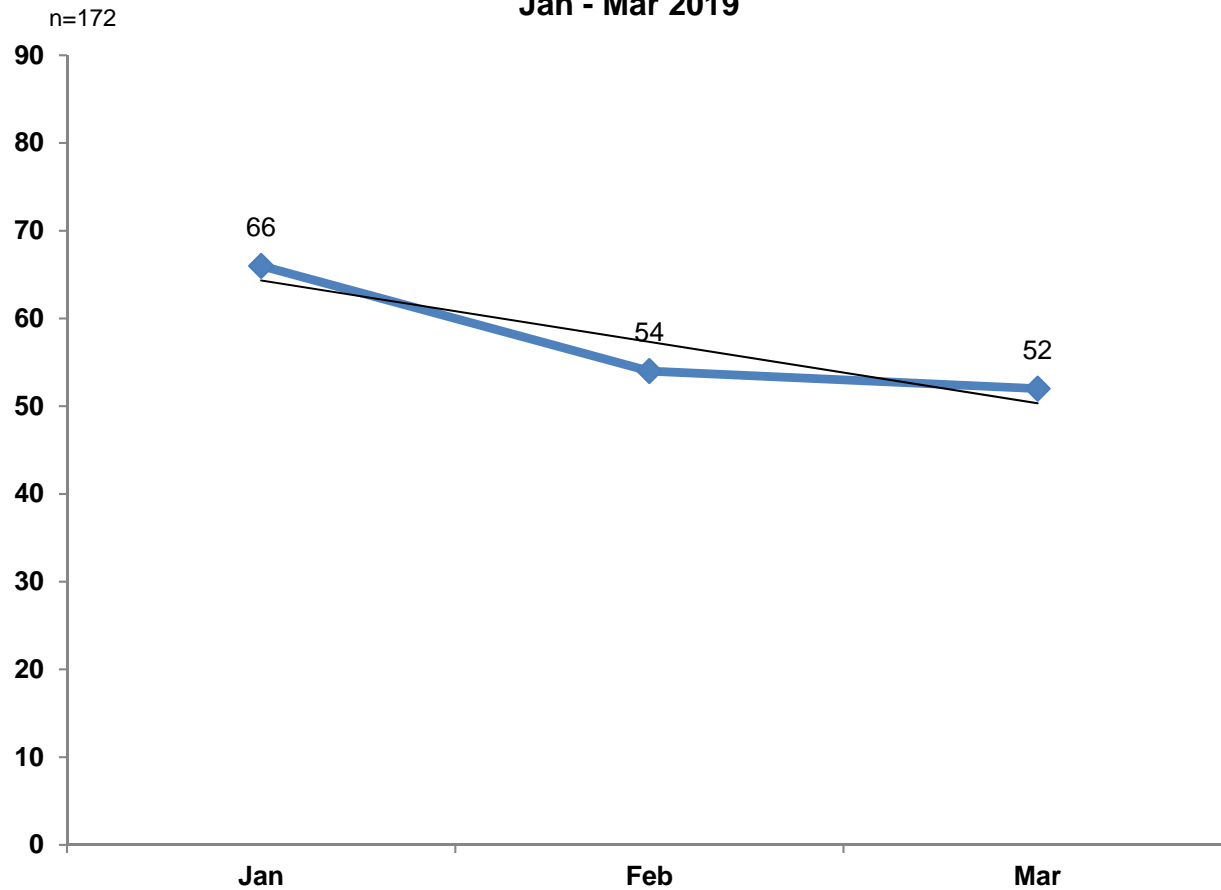
BH Top WPV Events by Type of Violence
Jan - Mar 2019

n=172



Baystate Health Dashboard

BH Workplace Violence Events by Month
Jan - Mar 2019



Massachusetts Statewide Initiative

- Best Practice Sharing
- Massachusetts Hospital Association's (MHA) Healthcare Safety and Violence Prevention Survey – monthly reporting:
 - Date of incident
 - Time of incident
 - Type of incident
 - Location
 - Intent
 - Apparent injury
 - Aggressor
 - Victim(s)

Next Steps

- Signage
- Identification Badges
- Allocation of resources for ongoing efforts

Questions

