

# UnityPoint Health 2019 Workplace Violence Prevention Update

IHA Symposium

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# WPVP Program Development

- Discussions began 4Q 2017
- Program Refined over 2018
  - Operations
  - Executives
  - Board of Directors
  - Employees
- Prioritized Roll Out 2018
  - Emergency Departments
  - Behavioral Health Intake Center
  - Inpatient Behavioral Health
  - Acute Care Floors

# Goals

- Develop a workplace violence program that addresses mitigation, prevention, response and 100% compliance in reporting
- Reduce number of violent attacks
- Reduce severity of violent attacks
- Improve the perception of employee safety
- Compliance with 2019 Illinois Healthcare Violence Prevention Act

# Challenges

- No central source for event reporting and injury data collection
  - Human Resources OSHA
  - RL Solutions
- No way of quickly identifying patients in the EMR who have violent history of behaviors
- Event reporting variations
- Consensus across Unity Point Health System
- Staff perceptions
  - Violence is “part of the job”
  - Will be looked down upon by leadership
  - Doesn’t do any good
  - Nothing will change
  - Sign of being weak

# Current Workplace Violence Committee

- Executive Sponsor
- Director of Safety & Security
- Director of HR
- Director Emergency Services
- Emergency Management
- Security Manager
- Nursing
- Risk
- Employee Health
- Behavioral Health

# Current State

- Conducted a Facility Risk Assessment
- Established Threat Assessment Team (TAT)
- Staff Survey
- Staff Education in Crisis Prevention Intervention (CPI)
- Computer-based training (CBT) Workplace Violence Awareness
- Policies updated
- Data reporting and analysis
- Workplace Violence “flag” in RL Solutions
- EPIC Electronic Medical Record Violence “flag” – **future state**
- *Workplace Violence Policy* has been updated
- Security response integration
- Have added psychological first aid, EAP, and CISM to post-incident debrief
- ACA required on any WPV event that results in injury
- Access Control
- Integrated with Peoria/Pekin Police Departments
- Closed circuit video security surveillance
- Workplace Violence Prevention Signage-includes felony language

# Aggression and Violence Are Never OK.

**It is a felony to assault a health care professional.**

Please cooperate so we can provide the best possible patient experience.

## Should you choose to

- Verbally abuse our team members
- Physically abuse our team members
- Assault our team members
- Steal and/or damage our property

## We may

- Call public safety
- Call law enforcement
- Pursue criminal charges to the fullest extent of the law

Violence toward staff, patients or visitors will not be tolerated.

Administration supports team members in pressing charges for aggressive behavior.

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# Data Collection

- Data points
  - WPV number of events
  - WPV type (strike, verbal threat, bite, kick, etc.)
  - WPV locations
    - Campus & location
    - Clinics
  - WPV Categories (I-IV)
  - WPV Injuries & Locations
  - Lost Days
  - Modified Duty Days
  - WPV injury direct costs



# Thank You

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