


# HARBORVIEW MEDICAL CENTER (HMC) WORKPLACE VIOLENCE PREVENTION STRATEGIES



PRESENTED BY: ALIEU ANN, CPP  
DIRECTOR OF PUBLIC SAFETY



# HARBORVIEW MEDICAL CENTER

UW Medicine  King County



# Workplace Violence In Healthcare Setting

- Workplace Violence:
  - RCW Defined as Physical assault or verbal threats of physical assault against a healthcare employee on the property of healthcare setting



# Causes of WPV in Healthcare Setting

- **Clinical**
  - ❖ Poorly managed mental illness, dementia, delirium, drug and alcohol
- **Social and Economic**
  - ❖ Financial stress, domestic violence, ethnic conflicts, access to weapons
- **Environmental**
  - ❖ Noise, crowded waiting areas, open access, poorly lit spaces
- **Organizational**
  - ❖ Long wait times, poor communications, staff shortages, lack of adequate training

# HMC WPV Prevention Committee

- HMC had a WPV Prevention Committee for the last 20 years plus
  - ❖ Multidisciplinary membership
- 2020 WPV Prevention Committee membership

Employee Elected Members	Employer Selected Members
a. Registered Nurse	Inpatient Psych Director
b. Campus Security Officer	Emergency Department Director
c. Assistant Nurse Manager	Public Safety Director
d. Respiratory Care Lead	Clinic Medical Director
e. Program Coordinator	ICU Nurse Manager
f. Clinic Nurse Manager	Clinic Assistant Administrator

# Who is Assaulting us?

- HMC Data:

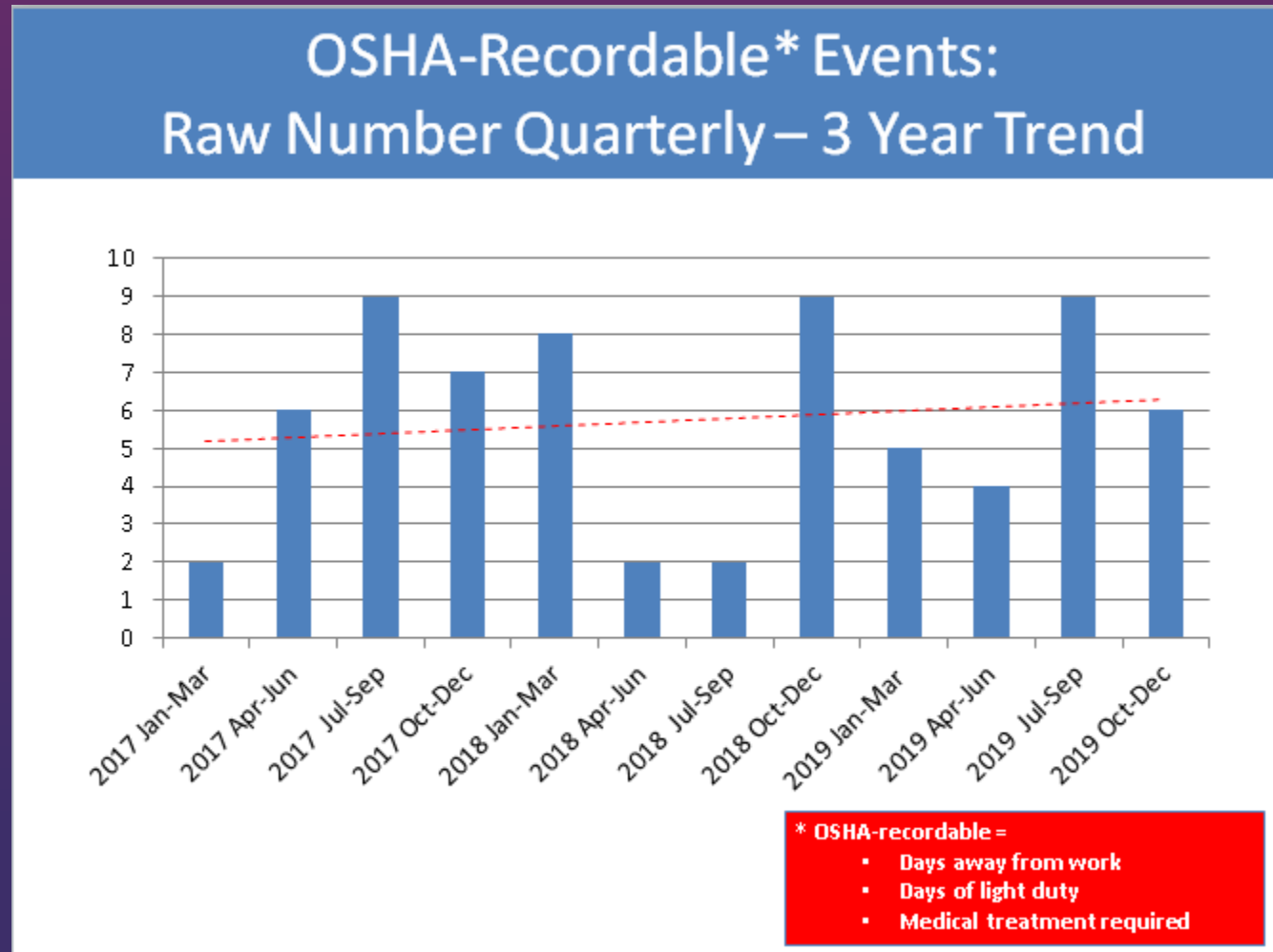
N of Reported Events	2015	2016	2017	2018	2019
<b>N of RCW-Defined WPV Events by All Sources</b>	293	307	408	451	409
<i>N of WPV by Patients</i>	286 98%	293 95%	398 98%	440 98%	394 96%
<i>N of WPV by Visitors / Family</i>	6	12	9	11	12
<i>N of WPV by Staff</i>	1	2	1	0	3

# HMC WPV Rate Per 100 FTEs



# OSHA-Recordable Events

- HMC Data:



# WPV Prevention Strategies – Staff Awareness

## Workplace Violence Committee

- Workplace Violence Definition
- Committee Charter
- HMC WPV Prevention Plan
- Safety - Health Care Settings - RCW
- Interference with health care facility - RCW
- Agendas and Minutes
- Meeting Materials
- Security Management Plan

**Have You Been Assaulted?**

## Violence Prevention Resources

## Workplace Violence Prevention and Safety

**workplace safety**  
**violence prevention**  
**training**  
**active shooter**  
**Code Silver**  
**reaction**  
**escalating behavior**

Harborview Medical Center supports a zero tolerance of violence in the workplace. The purpose of the Workplace Violence Prevention Committee is to develop a violence prevention plan, implement and monitor progress of such plan.

## Violence Prevention Resources

### Internal Resources

- Submit a PSN
- Workplace Safety
- Behavioral Policies and Procedures
- HMC Resources
- Reasons to Reach out to us
- UW Medicine STAT INFO Advisory Registration
- UW Safecampus

### External Resources

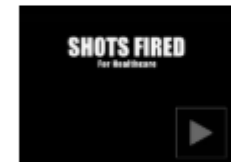
- Labor and Industries
- US Department of Labor - WPV
- US Department of Labor - Worker Safety in Hospitals

## Education and Training

- Workplace Violence Prevention Training



- Active Shooter Response Training (video and in-person training)



- CPI - non violent intervention training
- Aggression Prevention and Response training

**Workplace Violence A2E Dashboard**

# WPV Prevention Strategies – Executive Leadership Support

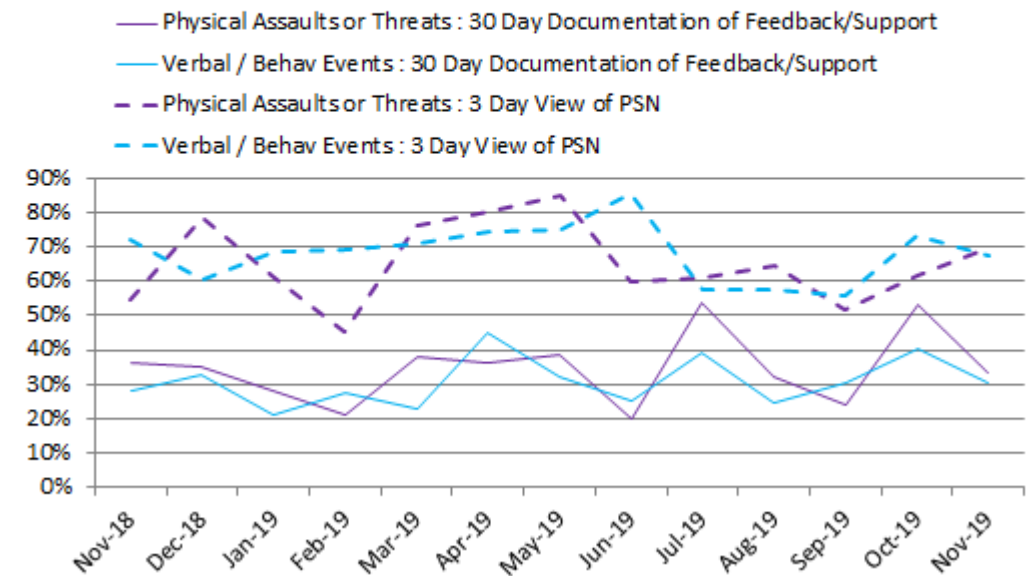
- Chief Executive Officer/President
- Executive Sponsor
- Nursing Executive
- Medical Executive



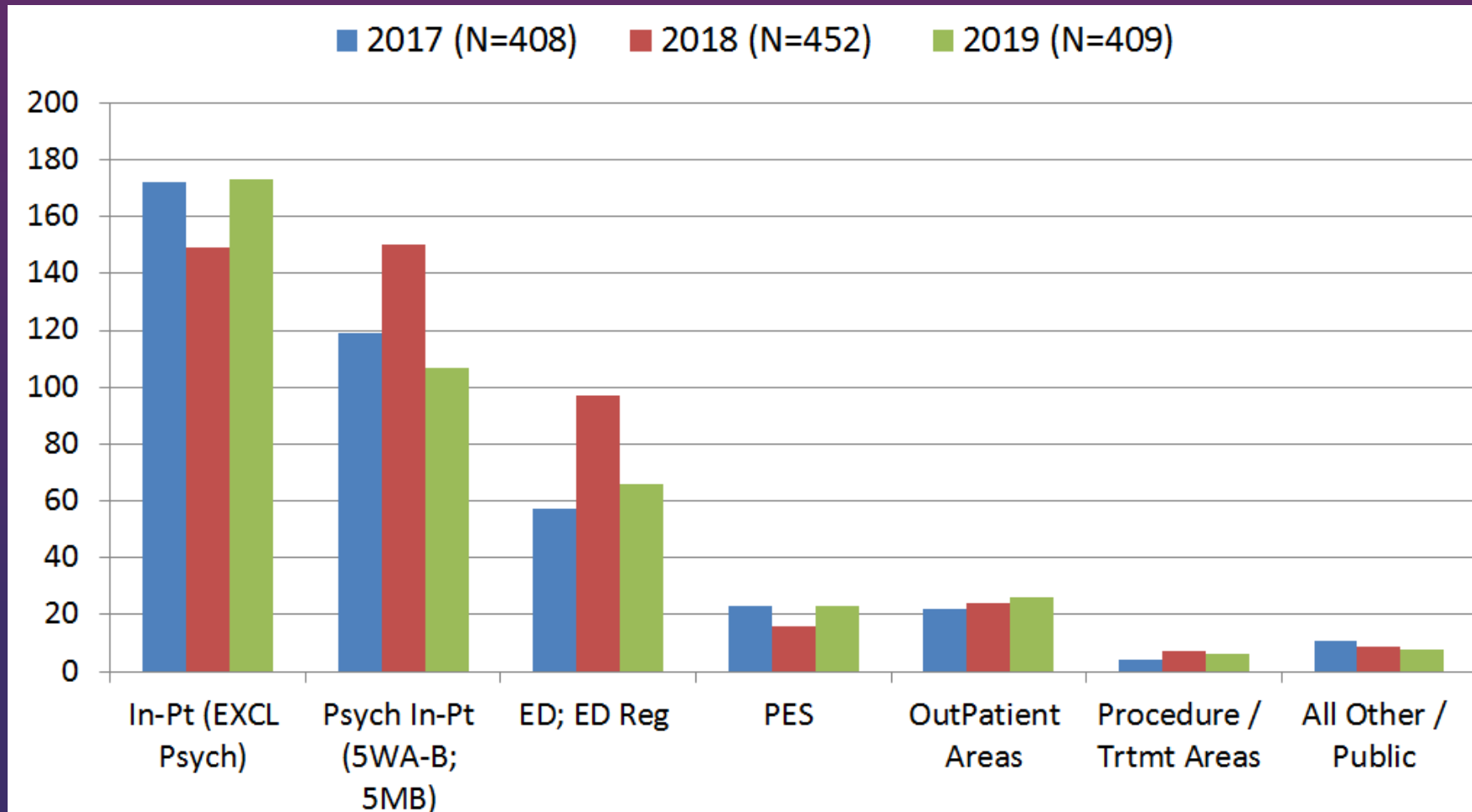
# WPV Prevention Strategies - Reporting

- Require Reporting of WPV Incidents
- Track Manager/Supervisor Review
- WPV Prevention Committee Review

## Manager / Supervisor View of PSN and Documentation of Support / Feedback in PSN



# WPV Prevention Strategies – Know Your WPV Data



# WPV Prevention Strategies – Risk Assessment

HARBORVIEW MEDICAL CENTER 2019 WORKPLACE VIOLENCE RISK ASSESSMENT									
Date:		12/8/2019 Completed by:		Alieu Ann, Security Services Director		Location: HMC			
				Life Safety Mitigation Strategies					
				Policy & Procedures	Staff Training	Documentation	Physical Environment	Additional Measures	Notes
Dept/Units/Areas									
Psych - Inpatient (5MB)	5	4	9	EC.01.01.01 - EP4, EC.02.01.01-EP3, RCW 49.19	CPI- De-escalation, Aggression Prevention training - annual refresher required	PSN Data and or Security Case Rreports	Cameras, access control, panic alarms, lighting, Weapons Screening	Code Gray Response, Security Patrols, Safe Alert, Safety Assessments, 4-5555 Emergency call, WPV Committee incident tracking and trending	Training Priority - Critical
Emergency Department (Excluding PES)	5	4	9	EC.01.01.01 - EP4, EC.02.01.01-EP3, RCW 49.19	CPI- De-escalation, Aggression Prevention training - annual refresher required	PSN Data and or Security Case Rreports	Cameras, access control, panic alarms, lighting, Weapons Screening	Code Gray Response, Security Patrols, Safe Alert, Safety Assessments, 4-5555 Emergency call, WPV Committee incident tracking and trending	Training Priority - Critical
Security Services	5	4	9	EC.01.01.01 - EP4, EC.02.01.01-EP3, RCW 49.19	CPI- De-escalation, Aggression Prevention training - annual refresher required	PSN Data and or Security Case Rreports	Cameras, access control, panic alarms, lighting, Weapons Screening	Code Gray Response, Security Patrols, Safe Alert, Safety Assessments, 4-5555 Emergency call, WPV Committee incident tracking and trending	Training Priority - Critical
Psych - Inpatient (5WA)	5	3	8	EC.01.01.01 - EP4, EC.02.01.01-EP3, RCW 49.19	CPI- De-escalation, Aggression Prevention training - annual refresher required	PSN Data and or Security Case Rreports	Cameras, access control, panic alarms, lighting, Weapons Screening	Code Gray Response, Security Patrols, Safe Alert, Safety Assessments, 4-5555 Emergency call, WPV Committee incident tracking and trending	Training Priority - Critical
Psych - Inpatient (5WB)	5	3	8	EC.01.01.01 - EP4, EC.02.01.01-EP3, RCW 49.19	CPI- De-escalation, Aggression Prevention training - annual refresher required	PSN Data and or Security Case Rreports	Cameras, access control, panic alarms, lighting, Weapons Screening	Code Gray Response, Security Patrols, Safe Alert, Safety Assessments, 4-5555 Emergency call, WPV Committee incident tracking and trending	Training Priority - Critical

# WPV Prevention Strategies – WPV Training

- Who needs to be trained?

Units/Departments	Job classes	Total Number of Staff	Training Priority
In-Patient 1 EH12, 6CT & 8 MB – Boarders	HA, PSS, RN	28	High
In-Patient 5 EH Med/Surg	HA, NT, PSS, RN	72	High
In-Patient 4 EH Medicine/Sr Care	HA, Nursing Tech., PSS, RN (2,3)	88	High
In-Patient 2 EH MCICU	HA, NT, RN	88	High
In-Patient 3 EH Med/Tele	HA, PSS, RN, NT	93	High
In-Patient 2 WH NICU Neuro ICU	HA, Nursing Tech., PSS, RN (2, 3)	106	High
Out-Patient 3 WC Adult Medicine	Health Services Manager, MA,	30	High

Units/Departments	Job Classes	Total Number of Staff	Training Priority
*Psych-Inpt: 5MB	HA, MHS 1, MHS 2, NT, PSS, RN	69	Critical
*Emergency Dept. (Excl. PES)	HA, MA, Nurse Manager, PSS, RN, Physician Asst-Adv. RN Pract.	155	Critical
*Security Services	CSO, CS Supervisors	56	Critical
*Psych-Inpt: 5WH B	MHS 1, MHS 2, NT, PSS, RN,	53	Critical
*Psych Emergency Services (PES)	Health Services Manager, MA, PCC, PSS, Physician Asst-Adv. RN Pract.,	16	Critical

Units/Departments	Job classes	Total Number of Staff	Training Priority
Out-Patient PSB2 : Family Medicine	MA, PSS, Physician Asst-Adv RN Pract, Program Coordinator, RN (2,3)	16	Medium
In-Patient 9EH BICU / PICU	HA, Nursing Tech., PSS, RN (2,3)	82	Medium
In-Patient 9MB TSICU	HA, Nursing Tech., RN (2,3)	106	Medium
Out-Patient 4NJB Sleep			Medium
6MB Planned Surgery	HA, Nursing Tech., PSS, RN (2,3)	72	Medium

Units/Departments	Job classes	Total Number of Staff	Training Priority
HMC House Keeping		251	Standard
HMC Maintenance		72	Standard
Clinical Engineering		19	Standard
PSB2 - HCSATS			Standard
Parking and Commuter Services			Standard
HMC Anesthesiology	Anesthesiology Tech.(1, 2, Lead), Program Manager	21	Standard
CRNAS	Health Professional	46	Standard

# WPV Prevention Strategies – WPV Training

- Who needs to be trained?
  - New Employee Orientation(NEO)
  - Critical Services Orientation(CSO)
  - TIER I
    - ❖ 4 – 8 hours in person training
    - ❖ Aggression Prevention and Restrain including all RCW 49.19.030
    - ❖ Include Psychiatric/ED specific training
    - ❖ Some of the departments classified as *critical*
  - TIER 2
    - ❖ Provide 4 hours in person training, include all departments classified as *Critical or High*
  - TIER 3
    - ❖ eLearning - modules for staff with direct patient contact and those with no direct patient contact
    - ❖ All departments classified as *Medium or Standard*

# WPV Prevention Strategies – Physical Security Controls

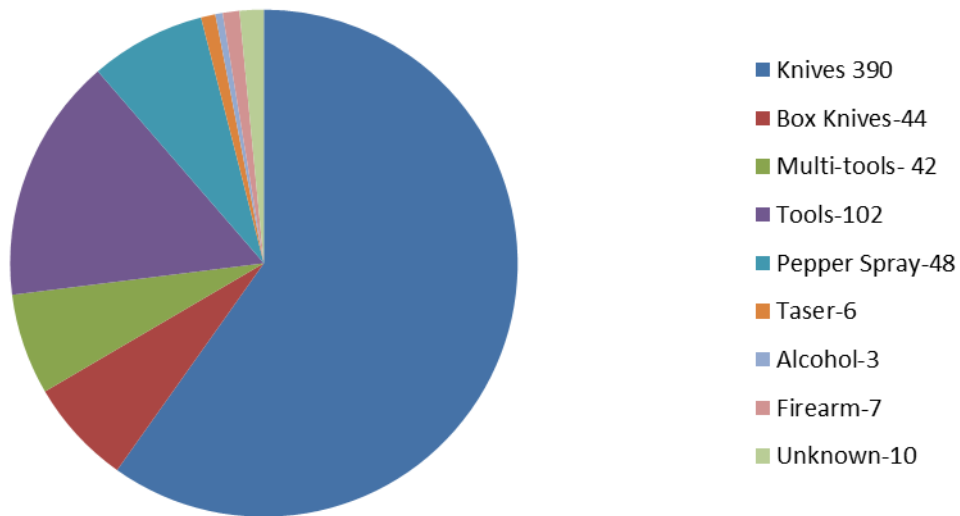
- Weapons Screening



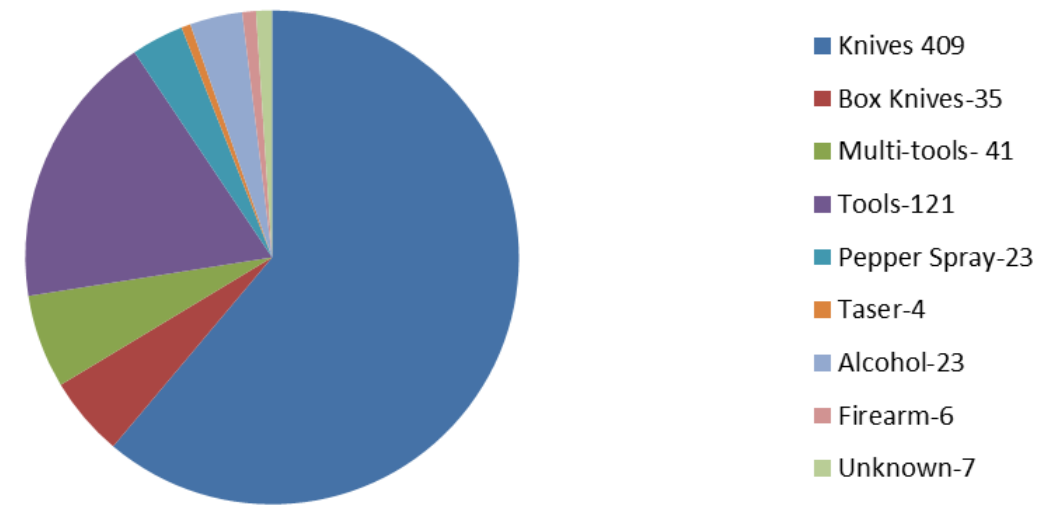
# WPV Prevention Strategies – Physical Security Controls

- Weapons Screening

**November 2019**



**December 2019**



# WPV Prevention Strategies – Physical Security Controls

- Lighting
  - ✓ In and around campus
- Cameras
  - ✓ Over 856, monitored 24/7 via a Security Dispatch Center
- Panic Alarm Units
  - ✓ Over 506 units – location is based on our physical security and WPV risk assessment
- Panic Alarm Stations (Blue Lights)
  - ✓ Over 59 – located at every level of our parking garages
- Access Control – Badge Readers
- Photo ID Badge



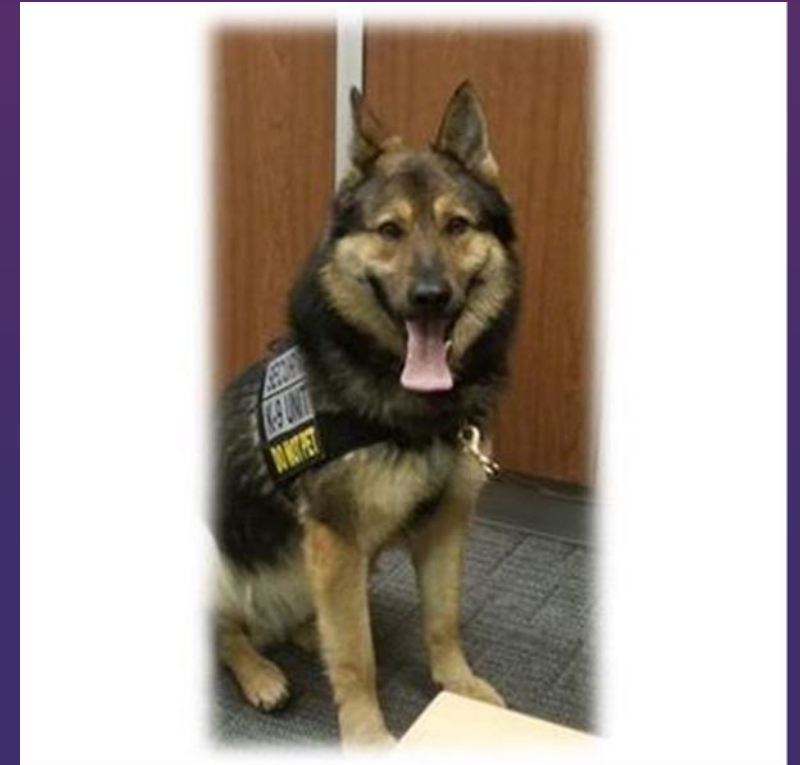
# SECURITY DEPART.

- 50 Campus Security Officers
- 6 Dispatchers
- 6 Supervisors
- 1 Ops Manager
- 1 Workplace Violence and De-escalation Training Manager
- 1 IT Specialist – Access Control, cameras, panic alarms etc.
- 1 Director

Don't wait until the last minute - call early for a Security walkthrough, standby, or just a physical presence.

# WPV Prevention Strategies – Security K-9 Support Program

- Coming to HMC 2020!



# WPV Prevention Strategies – Code Silver Active Shooter

- RUN/EVACUATE – HIDE/BARRICADE – FIGHT
- Active Shooter Drill



# WPV Prevention Strategies – Patient WPV Care Plans

- WPV Care Plans – Safe Alert (WPV Alerts Committee)
  - ❖ If patient has potential for future violence – Safe alert care plan assessment completed
  - ❖ Care plan completed by an interdisciplinary group including the patient's Physician
  - ❖ Care plan loaded on patient's HER and alert set

A black rectangular box containing the words "workplace" in white and "violence" in red, both in a bold, sans-serif font. The text is slanted upwards from left to right. A vertical red line with a jagged, torn-paper edge runs through the middle of the text, separating "workplace" from "violence".

**workplace  
violence**

# Resources to support employees

- Directly affected by WPV act or victim of DV, Sexual Assault, or Stalking
  - ✓ Supervisor
  - ✓ Manager
  - ✓ CareLink
  - ✓ Critical Incident Support Resources
  - ✓ Spiritual Care
  - ✓ Employee Health
  - ✓ UW SafeCampus – Victim Advocate
  - ✓ Harborview Abuse and Trauma Care
  - ✓ King County Victim Assistant Unit
  - ✓ Peer to Peer Support Program
  - ✓ Workplace Violence Manager



# Campus Signs

We value the safety of our patients, visitors and all who work here.

This is a healing place. We do not allow threats or aggression.

## Threats and aggression include:

- Insults based on gender, religion, or race
- Acts or threats of violence
- Sexual talk or actions
- Rude language

Everyone is responsible for safety. It is expected that you will respect the rights of all patients, visitors and staff, and keep yourself and others safe. If you see or feel any threats or aggression, tell staff right away or call Security at 206-744-3193.

In Washington state it is against the law to threaten or intimidate a public healthcare employee (RCW 9A.50.020).



# HMC WPV Program Strength

- ✓ Interdisciplinary Support
- ✓ Staff Participation, Engagement, and Empowerment
- ✓ Leadership Support
- ✓ WPV Reporting
- ✓ WPV Training
- ✓ Physical Security Controls
- ✓ Staff Resources



# Questions/Comments

