

Measuring, understanding, addressing and ameliorating the effects leading to workplace violence and code whites at UHN

Christian Schulz-Quach, MD MSc MA MRCPsych(UK)^{1,2,3}, Brendan Lyver, HBSc², Trevor Hanagan², Jennifer Haines, PMP², Rickinder Sethi, MD, FRCPC^{1,2,3}

1) Department of Psychiatry, University of Toronto 2) Security Operations, University Health Network 3) Centre of Mental Health, University Health Network

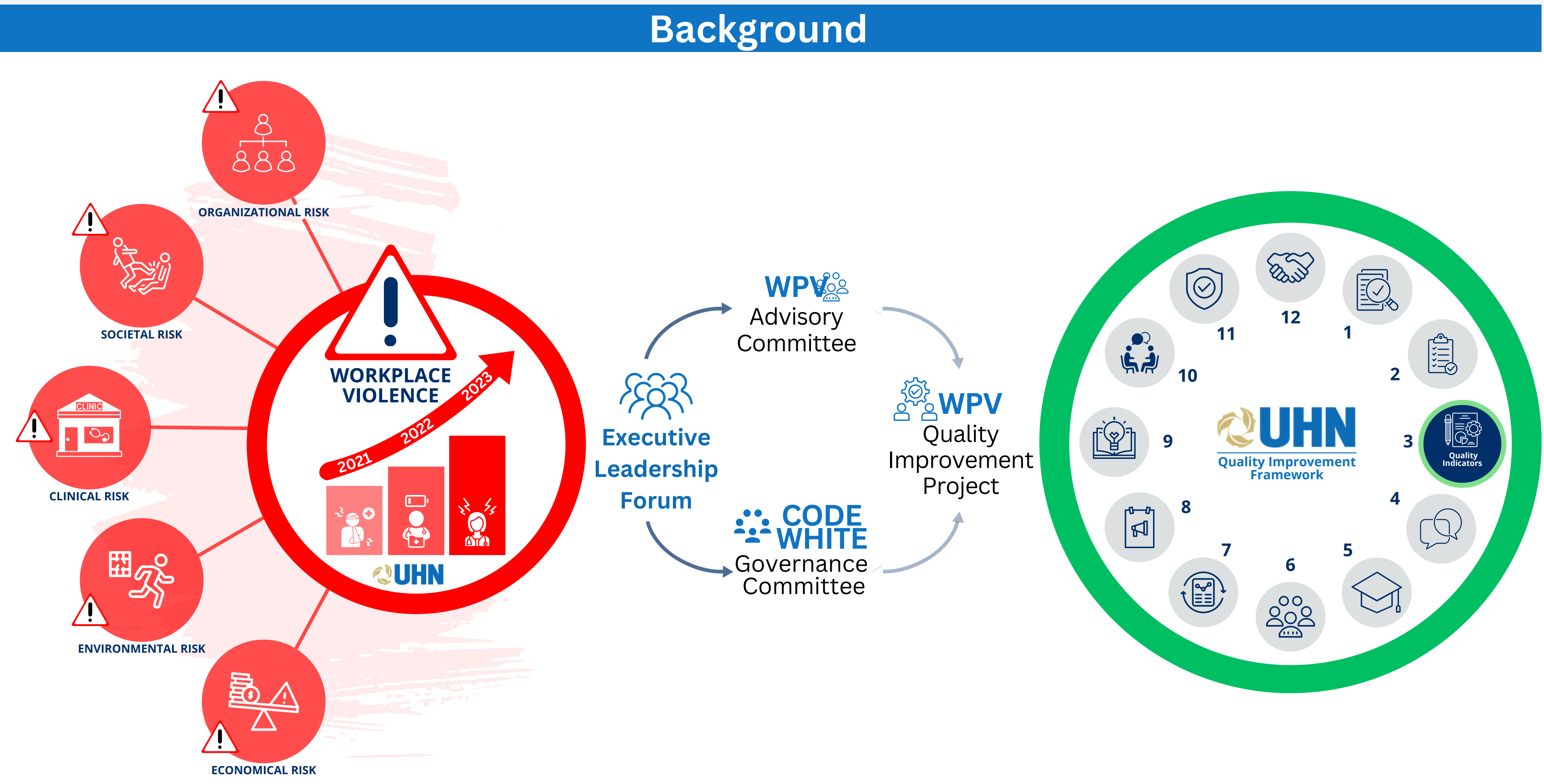


Figure 1: Addressing Workplace Violence at UHN

Objective

To provide healthcare institutions with evidence-based and expert approved quality indicators that provide accurate insights into patient care-related workplace violence and code white management.

Methods

The Delphi Process

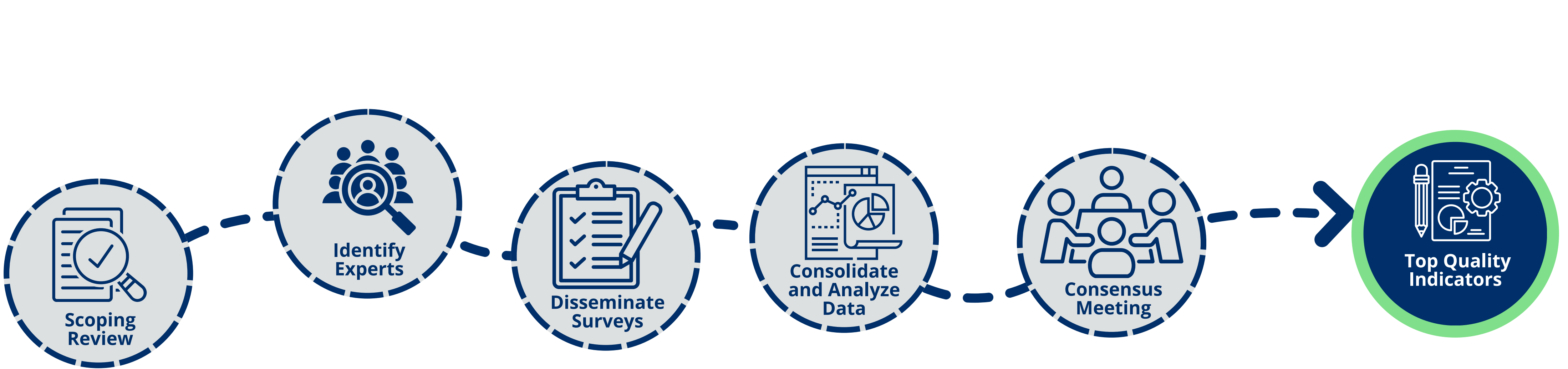
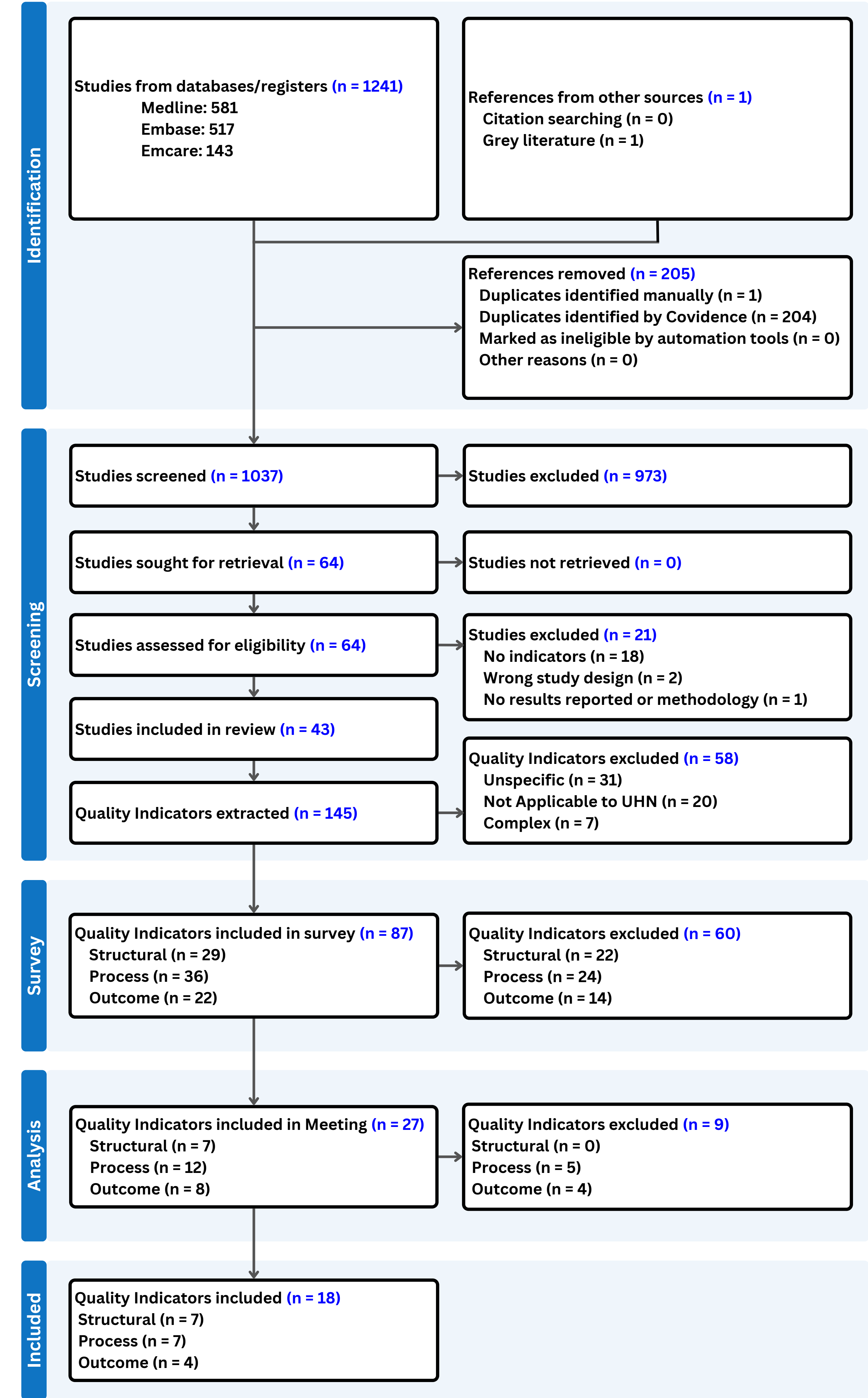


Figure 2: The Delphi Process

Results

Scoping Review: WPV Quality Indicators



Results

Preliminary Outcome

Structure	Process	Outcome
Percentage of new hire HCWs who completed risk-profile specific WPV training (Level 1-4) within the past calendar year at UHN.	Percentage of Code Whites involving physical force towards environment within the past calendar year at UHN.	Percentage of HCWs involved in a WPV incident that reported physical trauma within the past calendar year at UHN.
Percentage of new hire HCW with level 3 & 4 risk-profiles who completed Code White training within the past calendar year at UHN.	Percentage of Code Whites involving physical force towards HCWs within the past calendar year at UHN.	Percentage of reported HCWs involved in a WPV incident provided immediate "hot debrief" (less than 24 hours post incident) within the past calendar year at UHN.
Percentage of WPV incidences that were reported by HCWs within the past calendar year at UHN.	Percentage of UHN Security calls within the past calendar year due to indication: Code White incident.	Percentage of HCWs that required time off work following a WPV incident within the past calendar year at UHN.
Percentage of patients with a care plan or updated care plan following a Code White incident within the past calendar year at UHN.	Percentage of UHN Security calls within the past calendar year due to indication: physical restraint assistance.	Median number of days taken off work (eg. Sick days, missed days) by a HCW following a WPV incident within the past calendar year at UHN.
Rate of reported incidents of physical harm towards HCW involving a weapon per 1000 patient visits within the last calendar year at UHN.	Frequency of UHN Security involvement per 1000 ED patient visits.	
Rate of reported incidents of physical harm towards HCW per 1000 patient visits within the last calendar year at UHN.	Percentage of physical restraints utilized during Code White incidents within the past calendar year at UHN.	
Median time in minutes from triage to first-contact with clinician for patients involved in Code White incidents within the past calendar year at UHN.	Percentage of patients involved in a Code White incident that have a documented plan for prevention or treatment of re-escalation within the past calendar year at UHN.	

Conclusion

Next steps:

- Disseminate and collect data on second survey
- Implement quality indicators on the UHN security dashboard
- Use quality indicator for leadership decision making
- Monitor effectiveness of the interventions implemented to prevent workplace violence

References

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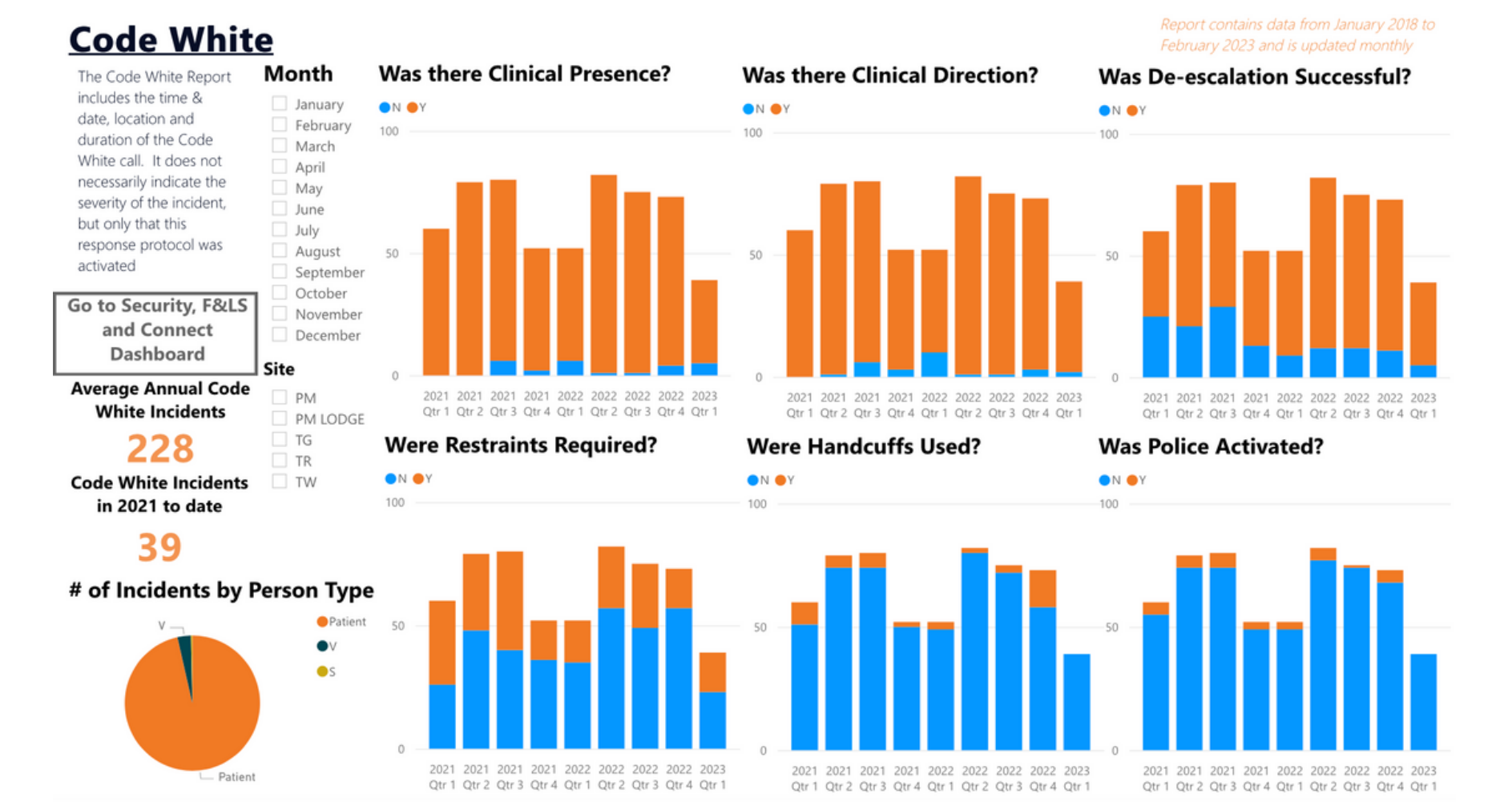


Figure 3: UHN Security Dashboard