



ACCELERATING SAFETY: THE IMPLEMENTATION OF DE-ESCALATION EDUCATION IN MITIGATING WORKPLACE VIOLENCE

J. Murphy-Novak, J. Bourne, and S. Critchley
Headwaters Health Care Centre, Orangeville, Ontario

GOAL

- To elevate team and patient safety at a medium-sized community hospital by:
- educating our team to identify, prevent and manage aggressive behaviours through de-escalation techniques
 - engaging our team in their awareness of personal safety
 - empowering our team with skills to avert conflict and injury

BACKGROUND

WORKPLACE VIOLENCE

Health Care Workers are at increased risk of violence at the workplace as compared to those that work in the private sector. Studies have shown that Nurses and Personal Support Workers are at increased risk due to the nature of their work. Examples of Workplace violence include:

- Threats: Expressions of intent to cause harm, including verbal threats or threatening language, and written threats
- Physical assaults: hitting, biting, slapping, and use of weapons to cause harm

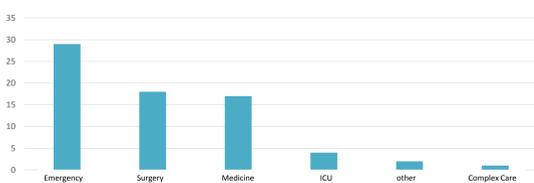
The effects of workplace violence on an individual range from minor physical injuries, to temporary or permanent physical disability and/or psychological trauma. (Reference: National Institute for Occupational Safety & Health, Publication No. 2017-114, Dec. 2016)

Between 2008 and 2013, there were more than 4000 reported incidents of workplace violence against Canadian RNs and RPNs that were serious enough they could not work – that surpasses police officers and firefighters combined. (Reference: National Work Injury Fact Sheet, Association of Workers Compensation Boards of Canada, 2015)

DE-ESCALATION

De-escalation of patients in crisis remains a challenge for Health Care Workers – and often requires the use of a CODE WHITE to gain control of a situation where there is risk for workplace violence. The chart below shows the highest volumes of reported Code White occur in the Emergency Department.

Code White Events
June 2016 - June 2017



INTERVENTION

ESTABLISHING TRAINERS

- Approval sought from Hospital Senior Leadership to create a core group of trainers for a de-escalation course
- Trainers included Nurses, Clinical Resource Nurses, Leadership, and Security Guards
- 'Train the Trainer' sessions were conducted and provided in partnership with a larger community hospital
- Bi-weekly review of material with core trainer group to maintain skills prior to course offerings

DISSEMINATING INFORMATION AND EDUCATION

- Didactic portion of training sessions prepared
- Team members voluntarily signed up for one 8 hour course – courses were open to all, however a deliberate focus placed on training our Emergency Department team
- Schedule of trainers ensured that all trainers had the opportunity to lead a session
- Hands on portion of the training – where participants had the opportunity to role play verbal de-escalation and release from holds
- Feedback sought from participants following course completion

IMMERSIVE LEARNING EXPERIENCES

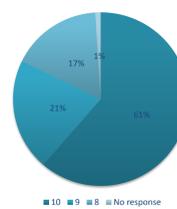
- 'In the moment' support for teams from Clinical Resource Nurses and other de-escalation trainers
- Trainers embedded in different units provide opportunity for de-escalation 'champions'
- Debriefing after Code White events, and with high risk patient scenarios

RESULTS

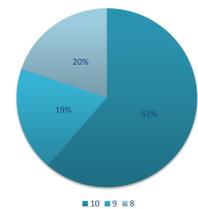
The 101 team members that completed the de-escalation training sessions over February and March 2017 filled out feedback forms at the completion of their course. Several questions were asked regarding course content and instructor efficacy in order to gauge the experiences of participants.

Did this program meet your expectations?	Yes – 98% (99/101)	No - 0	No opinion – 1.98% (2/101)
Would you recommend this session to others?	Yes – 99% (100/101)	No - 0	No opinion – less than 1% (1/101)

Instructors Rate on Content Delivery



Course Content Rate



Participants scored each instructor on a scale of 1 to 10 with 10 being most effective on their delivery of the course content. Each of the seven instructors rotated teaching the course content. The content is standardized and was delivered in the same format for each of the ten sessions.

Participants rated the course content on a scale of 1 to 10 with 10 being the highest quality scoring. As depicted in the pie chart above, 61% participants rated the course with 10/10.

Reduced anxiety and enhanced familiarity with verbal de-escalation techniques

Well-functioning teams for Code White management

Enhanced confidence demonstrated by team

Leadership experience by way of training opportunities for frontline team members

Continuous quality improvement for team members and patients safety

LESSONS LEARNED

- Practice makes perfect with verbal de-escalation
- Demonstrated organizational commitment to safety is valuable for engaging staff
- Confidence with roles and responsibilities in workplace violence prevention is built with training
- Immersive learning supports team building and confidence

SUSTAINABILITY PLAN

To maintain momentum with workplace violence prevention activities at a medium-sized hospital in Ontario with limited resources, we have committed to:

- Maintain our trainers' competencies
- Provide de-escalation training on a quarterly basis
- Ongoing immersive learning experiences through the inclusion of our Clinical Resource Nurses
- Continuous monitoring and organizational learning regarding workplace violence

CONTACT INFORMATION

Jennifer Murphy-Novak, RN, BScN, MN
Professional Practice Coordinator
Headwaters Health Care Centre
Orangeville, Ontario
jmurphynovak@headwatershealth.ca
519-941-2410 x 2579