HOSPITALS AGAINST VIOLENCE

A Layered Approach to Workplace Safety

Addressing Workplace Violence in Health Care in 2025







Introductions





Vice President of Clinical
Affairs and Workforce
American Hospital Association

Andrea Greco

Senior Vice President of Health Care Safety CENTEGIX



Kala Bettis, MA, LPC, LAC, LSC

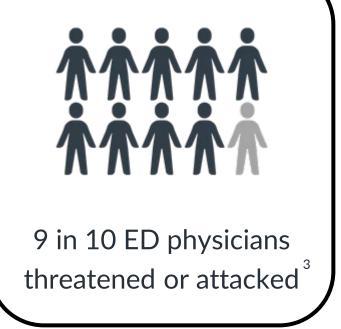
Integrated Behavioral
Health Supervisor
Vail Health Behavioral Health

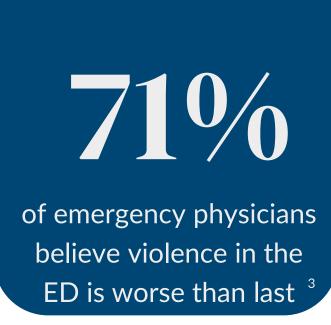


The Persistent Problem of Workplace Violence









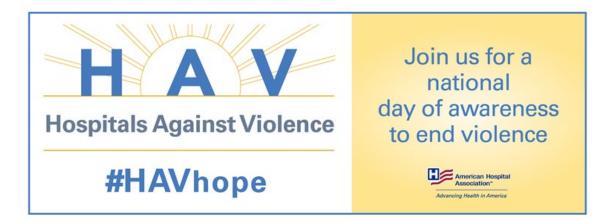
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While there is no single solution to violence prevention, by stacking layers of protection, you can achieve a culture of safety for your organization.

Key Question: HOW?







In 2016, the AHA's Hospital Against Violence (HAV) initiative was created in recognition of the **growing public health threat posed by violence**. HAV supports AHA members and the health care field as they work to combat workplace and community violence by:



Providing educational offerings, tools and resources



Identifying national partnerships or coalitions



Supporting data and information collection and research

Workforce and Workplace Violence Prevention

- Culture of Safety
- Mitigating Risk
- Violence Intervention
- Trauma Support

Community Violence

- Gun Violence Prevention
- Mass Violence Incidents



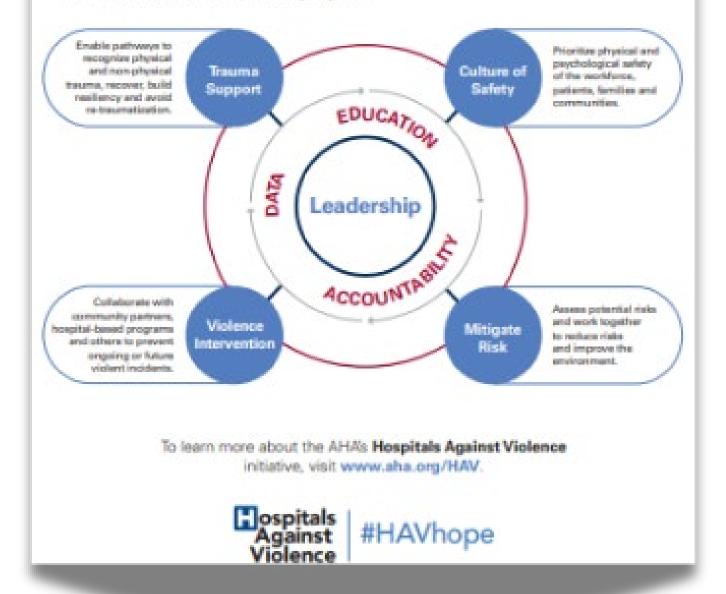
Advancing Health in America

Building a Safe Workplace and Community

A Framework for Hospital and Health System Leadership

AHA's Hospitals Against Violence framework helps guide hospital and health system leadership address the issues of violence in their workplaces, with an emphasis on educating and protecting the workforce. In this effort, we must acknowledge that community violence encroaches into the health care setting, and our workforce is part of the community.

Leadership should push for greater data collection, collective accountability, and ongoing education and training. With this approach, we can achieve the four pillars necessary for implementing a comprehensive violence mitigation strategy: trauma support, violence intervention, culture of safety and mitigating risk.



The HAV Framework

Fostering safety for your workforce, in your workplace and in your community.



Advancing Health in America



> THE CHALLENGE

As a growing clinic, VHBH expanded its offering to include a wider range of specialized care. With a different level of acuity in the patients served than originally anticipated, they began to look at solutions to increase safety clinic-wide.



Historical Solutions to Mitigating Violence

De-escalation Training

Environmental Modifications

Incident Reporting

Zero
Tolerance
Policies

Personal Safety
Measures

Collaborative Response Teams Support and Counseling

Legal and Law Enforcement

Key Questions:

- Which prevention tactics are you utilizing to mitigate workplace violence?
- How effective are each of these individually?



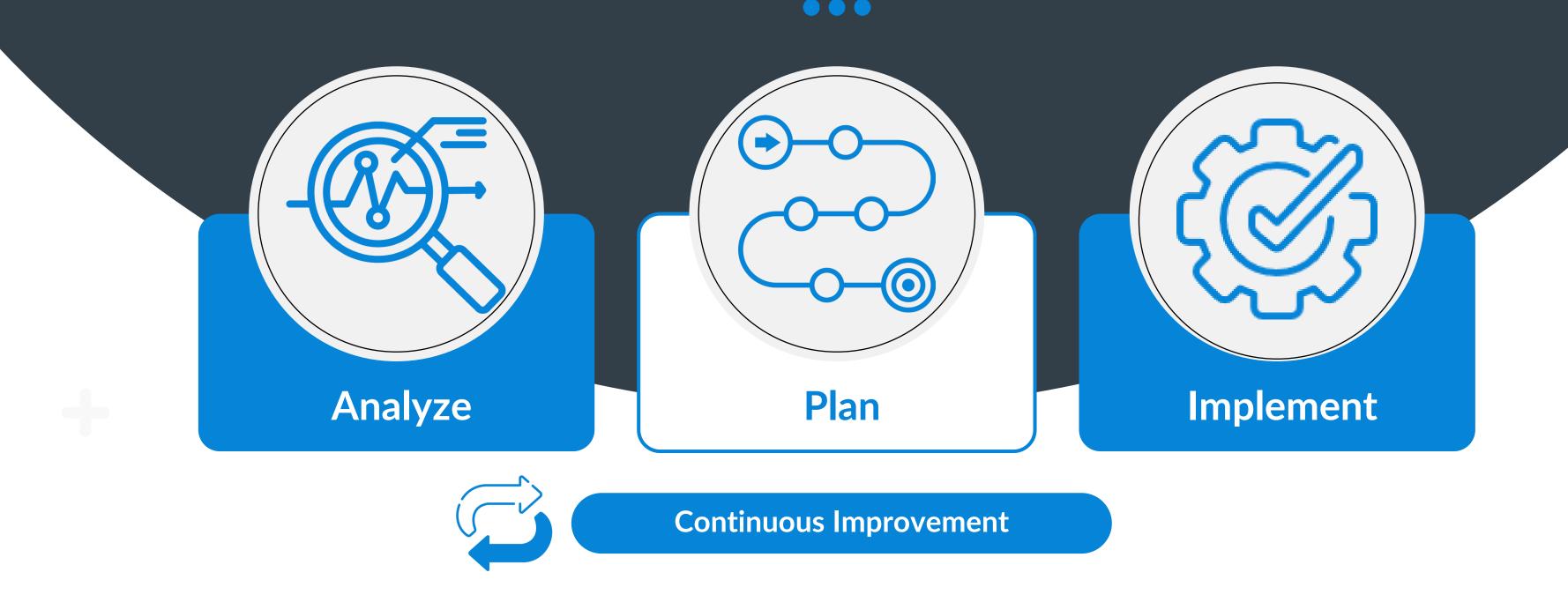


> ANALYZING THE PROBLEM

Staff voicing the need for enhanced safety initiated a series of internal assessments and consultations with local law enforcement and security experts. Project leaders were assigned to find a safety solution that was wearable, discreet, and allowed staff to immediately summon help when traditional protocols were not effective or appropriate.



Adaptation and Implementation



Key Questions:

• How do you identify and account for the unique security needs within your organization?



Data Driven Decision Making

Trends based on CENTEGIX data collected

45% of all agg being

of alerts sent due to aggressive behavior being displayed



Hallways were top location duress alerts were triggered



is when the highest number of incidents occur on average

Key Questions:

- Where and when do WPV incidents or near-misses take place?
- What do staff say triggers an increase in aggressive incidents?
- How long does it take for help to arrive when it's needed?
- What other trends can you spot in your incident data?





> THE SOLUTION

Post-implementation, Vail Health has seen significant improvements in **staff** confidence and their feelings around workplace safety. The team welcomed the new system, feeling empowered by the instant, silent communication it provided.



ORIGINAL ARTICLE



Attitudes and Behavior of Health Care Workers Before, During, and After Implementation of Real-Time Location System Technology

Joan M. Griffin, PhD; Thomas R. Hellmich, MD; Kalyan Sunder Pasupathy, PhD; Shealeigh A. Funni, BS; Skylar M. Pagel, BS; Sankara Subramanian Srinivasan, PhD; Heather A. Heaton, MD, MAS; Mustafa Y. Sir, PhD; David M. Nestler, MD, MS; Renaldo C. Blocker, PhD; Hunter J. Hawthome, BS; Kyle R. Koenig, PMP; Kelly M. Herbst, BEd; and M. Susan Hallbeck, PhD

Abstract

Objective: To assess how staff attitudes before, during, and after implementation of a real-time location

Participants with plans to sponded with

Journal of the American Medical Informatics Association, 28(6), 2021, 1308–1317 doi: 10.1093/jamia/ocab026

Advance Access Publication Date: 3 March 2021





Review

Real-time locating systems to improve healthcare delivery: A systematic review

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ABSTRACT

Objective: Modern health care requires patients, staff, and equipment to navigate complex environments to deliver quality care efficiently. Real-time locating systems (RTLS) are local tracking systems that identify the physi-

Encouraging Widespread Adoption

When selecting new technology, consider how staff will respond to the solutions. Balancing staff safety with employee receptiveness is critical for adoption, and minimizes the risk of triggering additional concerns within the workforce.

Key Questions:

- How do you plan to promote wide-scale adoption of prevention methods?
- Are there features within the technology being considered that would hinder adoption?





Thank You

We welcome you to join us for our next two sessions.

SESSION 2

The Impact of Safety on Employee Well-Being and Patient Care



January 15th 11am CST

SESSION 3

From Defense to Offense: Leveraging Data to Drive Continuous Improvement



February 27th
11am CST