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HWSA Project Management of Aggression in Hospitals



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WHY?

c. 2005-06 *Health & Community Services* accounted for 12.6% of all national workers' compensation claims as well as:

- 43% of all *assaulted by a person or persons* claims
- 32% of all *being hit by a person accidentally* claims and
- 19% of all *exposure to workplace or occupational violence* claims.


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WHY?

By raw number of LTI's Hospitals in WA are:

- # 1 for assault
- # 2 for stress due to threats/assault (where stress more severe)
- # 3 for exposure to a traumatic event
- # 3 for Bullying
- # 3 for work pressure

"The restraints are for you, Mr Norris. We're concerned that if you ring the nurses once more, they'll strangle you"





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Project outcomes

Development and implementation of national guidance material (co-branding "Prevention & management of aggression in health services. 2008")

- Existing jurisdictional resources shared
- Key stakeholders engaged
- Measure OHS compliance
- Increase awareness of duty holders in r
- Experiences from the national campaign for future project proposals

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What we will be looking at




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Abuse of staff soars

example

VICIOUS attacks on staff at WA's biggest hospitals have increased by up to 30 per cent this year.


There have been 1280 code black alerts at Sir Charles Gairdner Hospital so far this year, compared with 1082 for all of last year.



Dr Mountain said chronic overcrowding in hospitals and long delays for treatment were agitating patients and fuelling the rise in assaults on hospital staff.


A Health Department spokesman claimed most code black alerts were resolved without incident. "Staff are encouraged to call a code black alert at the first sign of patients or visitors becoming verbally abusive or aggressive as the arrival of a code black response team, including security officers, usually helps to calm the situation," he said.

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Assessment Tool Elements

D4H	Safe Steps	Aggression
Policy		Policy
Procedures		Procedures
	Hazard ID	Hazard ID
Risk Ass	Risk Ass.	Risk Ass
		Incident management
Consultation		
Induction		
Training	Training	Training
	Purchasing	
Culture	Mgt Commitment	Mgt Commitment
Design		Design



I. Policy



- Local development/endorsement/ownership
- Risk Management Approach
- Credible




II. Procedures



What range of administrative controls are in place?

- File flagging
- Restrictions on visiting rights
- Conditional treatment agreements





III. Hazard Identification

- Security Audits
- Daily Inspections
- CPTED Audits**
- Review of Patient Records
- Review of clientele demographics
- Experiences in other parts of the AHS

Consequence	Likelihood/Probability		
	Likely	Moderate	Unlikely
High (1)	1	1	2
Medium (2)	1	2	3
Low (3)	2	3	3



example

FOUNTAIN LAKES

Month	Assault	Burglary (Dwelling)	Burglary (Other)	Graffiti	Robbery
Jul-07	10	18	3	5	2
Aug-07	19	16	4	6	2
Sep-07	14	18	3	3	2
Oct-07	15	32	2	1	0
Nov-07	19	40	2	0	3
Dec-07	21	31	1	0	0
Jan-08	16	18	1	6	4
Feb-08	20	24	2	1	0
Mar-08	19	16	9	3	1
Apr-08	12	11	1	0	0
May-08	17	32	3	2	4
Jun-08	15	19	4	1	2
Jul-08	14	16	2	2	5
Aug-08	15	19	1	0	2
Sep-08	16	17	0	1	1
Oct-08	18	14	3	3	4
Nov-08	18	14	2	2	7
Dec-08	17	13	6	3	2
Jan-09	26	28	15	2	3
Totals	867	1078	155	76	83

IV. Incident Reporting & Investigation

Incidents cont'd

- Are all relevant risk factors considered?
- Do the Corrective Actions address all significant risks?
- Is the effectiveness of the existing controls considered?
- Is there a risk assessment link?

V. Risk Assessment

- What information is used to inform the risk assessment?
- Are they reviewed?

VI. Risk Controls

- Training
- Emergency Response Procedures
- What is working?

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VII. Design



- Recognition of design deficiencies
- Evidence of staff consultation & aggression risk control in refurbishment & new facilities



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VIII. Training


- Appropriate
- Given to all appropriate staff
- Does it include induction, refreshers, contractors etc.
- Includes risk management approach as well as MOAT/WAVE or whatever-you-call-it

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IX. Management Commitment

- Evidence of monitoring & controls
- Is Policy reflected in assessment of manager performance?



WALLY, I WANT YOU TO UPDATE THE SAFETY MANUAL AND DISTRIBUTE IT.

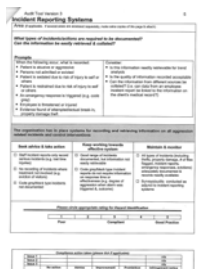
I DON'T HAVE MUCH OF A BUDGET FOR BINDERS, SO USE THE CHEAPEST ONES YOU CAN FIND.

HELLO, THIS IS "DEADLY BINDERS, INC." HOW MAY I INJURE YOU?

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From Here


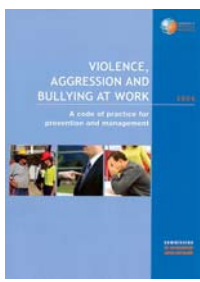
- Audits to be conducted in last quarter of 2008/09
- Feedback (like today) late 2009/early 2010
- Follow-up 2010-2011



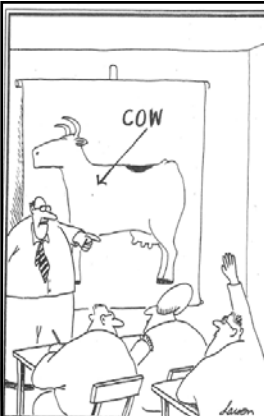
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Resources

+ See handout

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QUESTIONS?

"Yes ... I believe there's a question there in the back."