

Violence Prevention in Healthcare

WorkSafe Regional Workshop

October 29, 2019

Yorkton, SK



Mission:

- To guide the health related industry in the elimination of workplace illness and injury.

Vision:

- Workplace health and safety: a priority for all.

Mandate:

- The Association has been established to provide *safety and injury prevention related to training, programs and services for the industry.*

Goals for this Session:

Participants will have knowledge of:

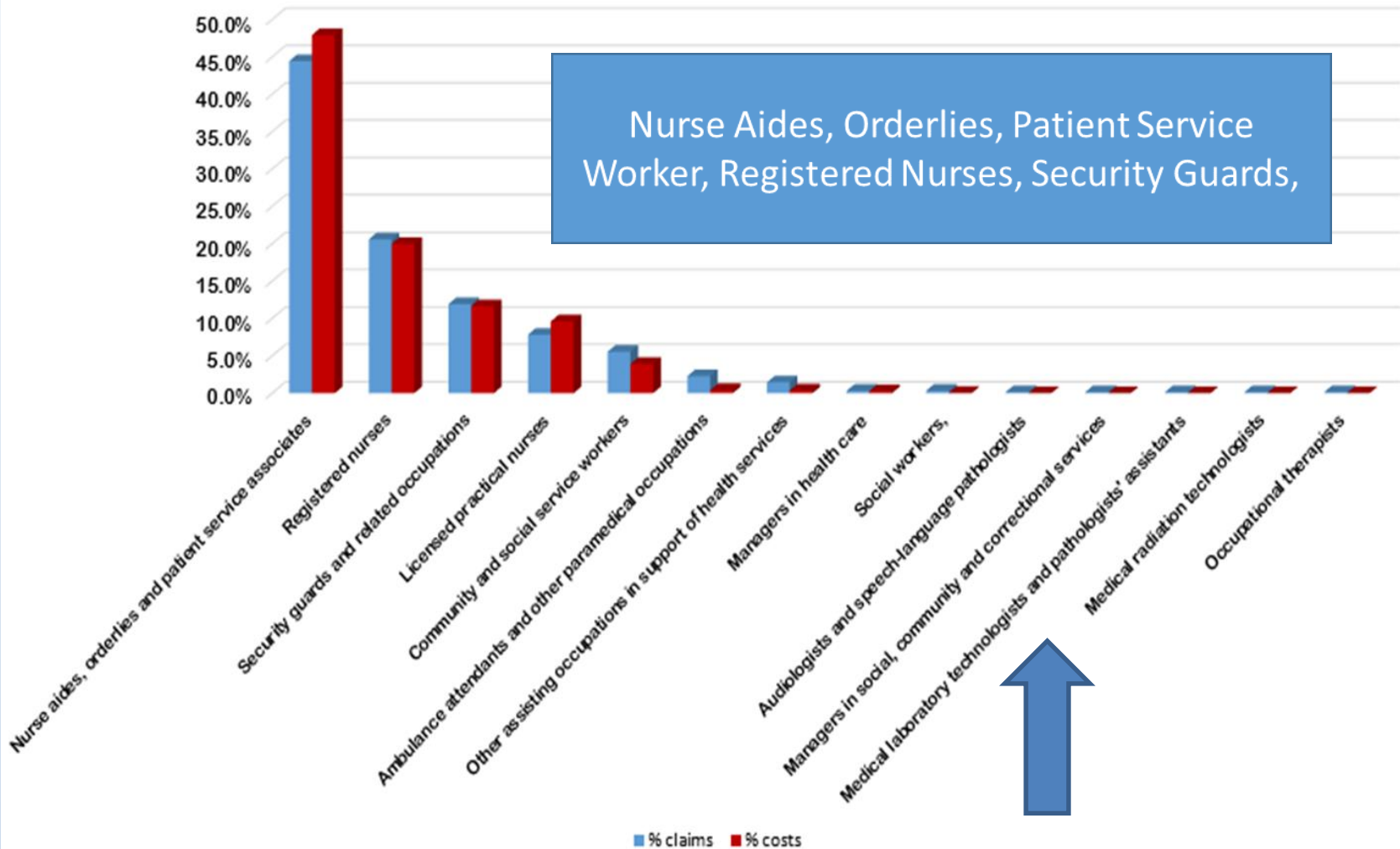
- Saskatchewan's approach to the implementation of the Provincial Violence Prevention Framework and Strategy
- Compliance path – legislation / best practice
- Violence Prevention Framework; tools and resources

My Request:

Throughout the presentation I'd like your permission to ask you two questions if you don't mind....

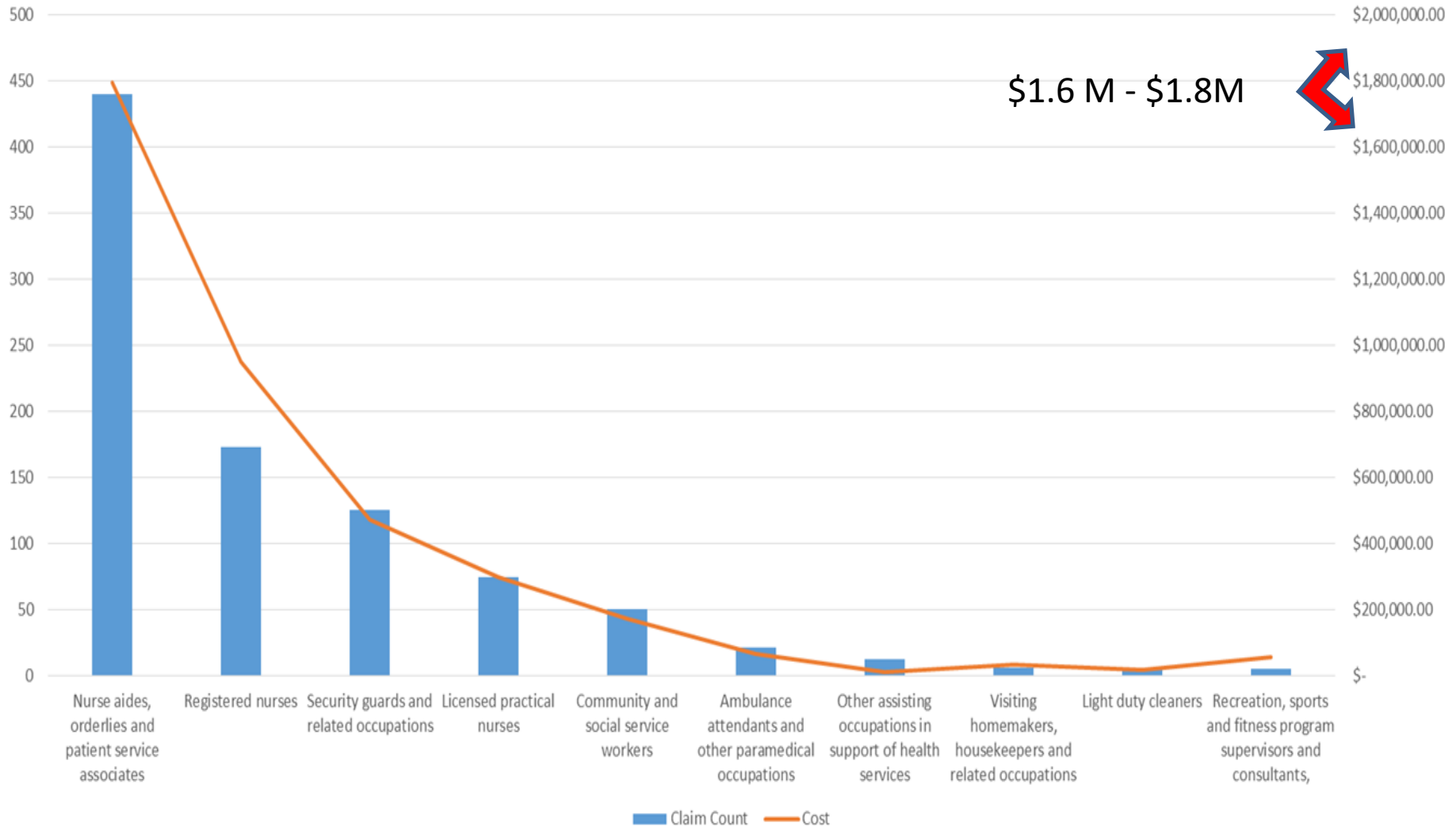
The Current State in Saskatchewan

Violence - Occupation - 2016 to Jun 30, 2018



The Costs Associated With Injury:

G22 - Assaults, violent acts, attacks, harassment - Occupation - Top 10 by Claim Count - 2016 to Sept 5, 2019



Our approach

Leading Practices Identified
Steering Committee Built
with the SASWH Board

PSHSA Violence Framework
Aligned with SK
#IWILLREPORT

April 15, 2019
SASWH Workplace
Violence Goes Live

Met with SLT in
Prototype Locations
Prototyped the Violence
Framework Risk Assessment Tool



Confirmed the Issue
Cross Country Scan
Reviewed the statistics
Secured Funding
Partner

Meetings with Public
Services Health and Safety
Association
Reviewed PSHSA Violence
Framework

Action Plan
Reviewed by SLT
Implementation of
Controls Started

PRESENTATIONS TO:
Various Stakeholders
&
6th International Violence
Conference Violence in
Healthcare



Violence and Acts of Aggression

Violence prevention plan is a legislative requirement.

Desired Outcomes:

- One standard Provincial violence prevention framework
 - Collaboratively built and endorsed by all system partners in safety
- Violence and acts of aggression are escalating in severity and frequency.
 - A significant amount of Violence and acts of aggression go unreported due to:
 - Normalized as being part of the job

Meeting the Standards

- Legislative Requirements
- Accreditation Canada – Violence Prevention Strategy
- OHSA Guidelines
- CSA Z1002-12 OHS – Hazard ID & Elimination & Risk Assessment & Control

Violence Definition

The Saskatchewan Occupational Health and Safety Regulations, 1996

Section 37(1)

“Violence” means the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement of behavior that gives a worker reasonable cause to believe that the worker is at risk of injury.

Due Diligence

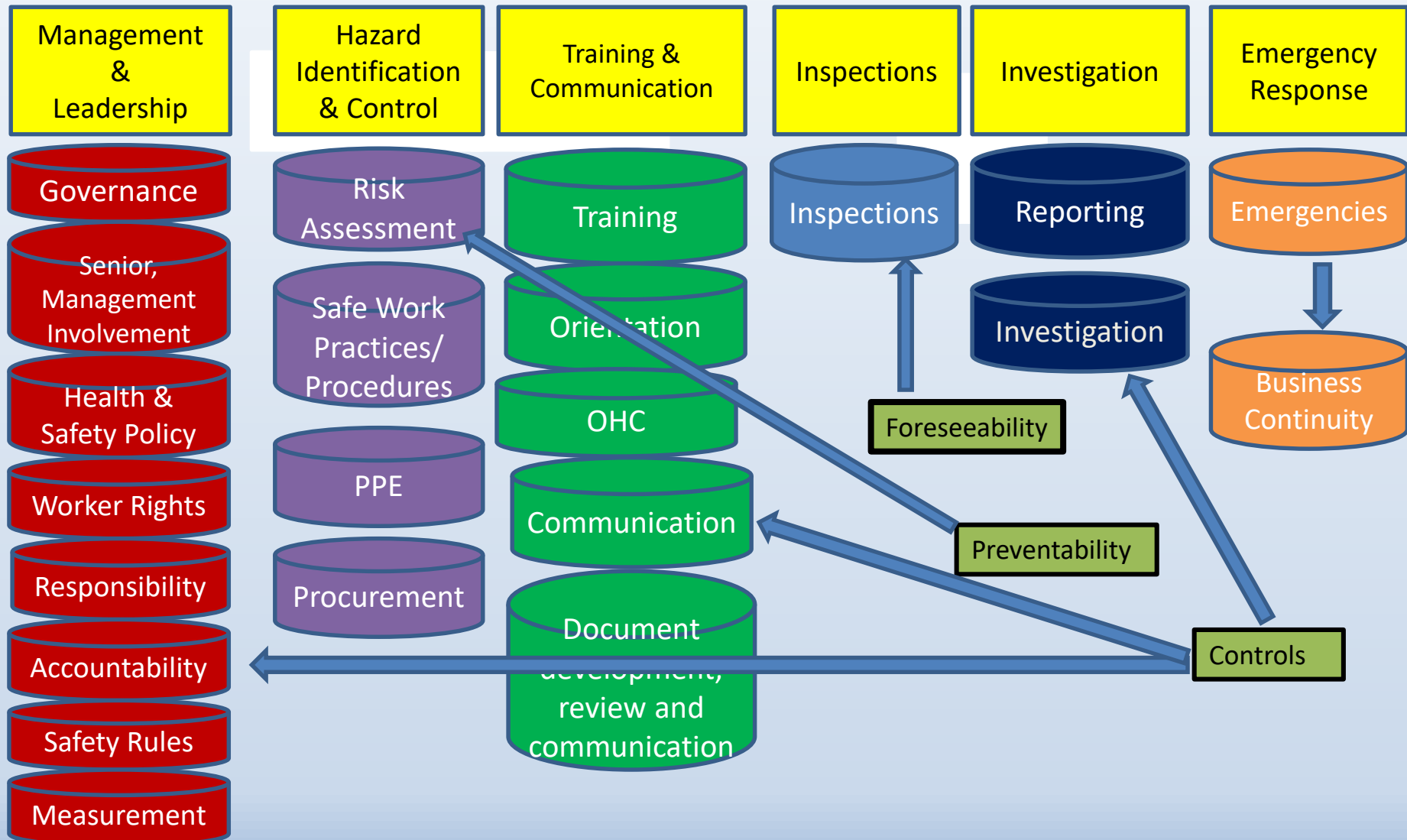


Due diligence is a philosophical and legal concept that goes beyond legal responsibilities.

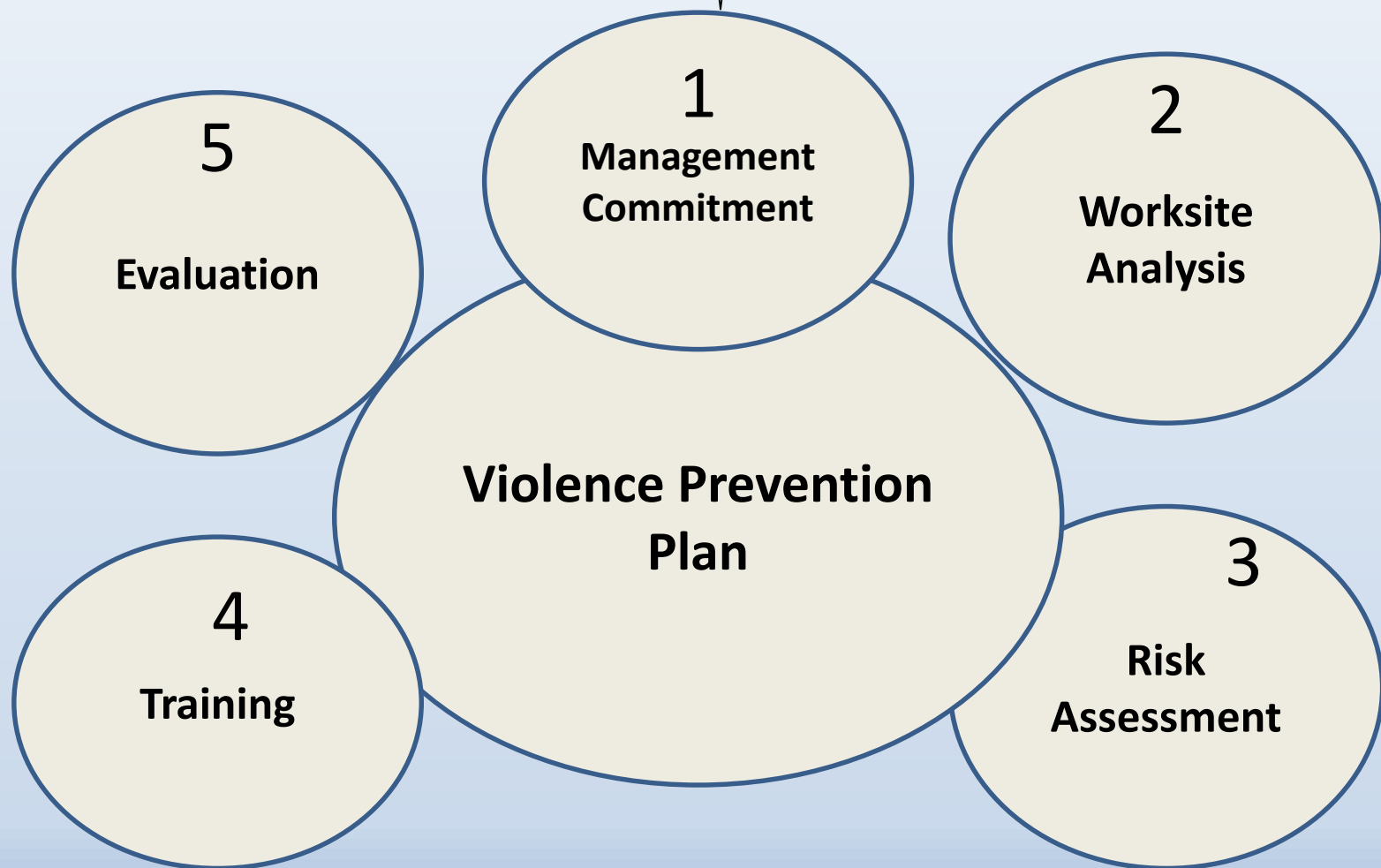
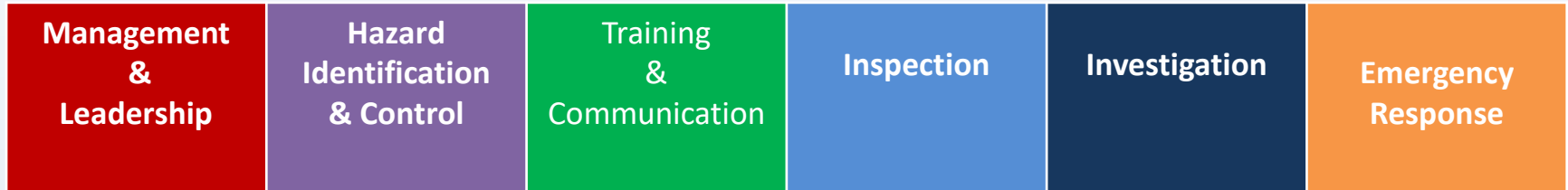
Within the concept of occupational health and safety, due diligence is taking every reasonable precaution in the circumstances for protection of the worker's health and safety - this is also known as the general duty clause.

Safety Management System – Six Elements

Due Diligence Defence

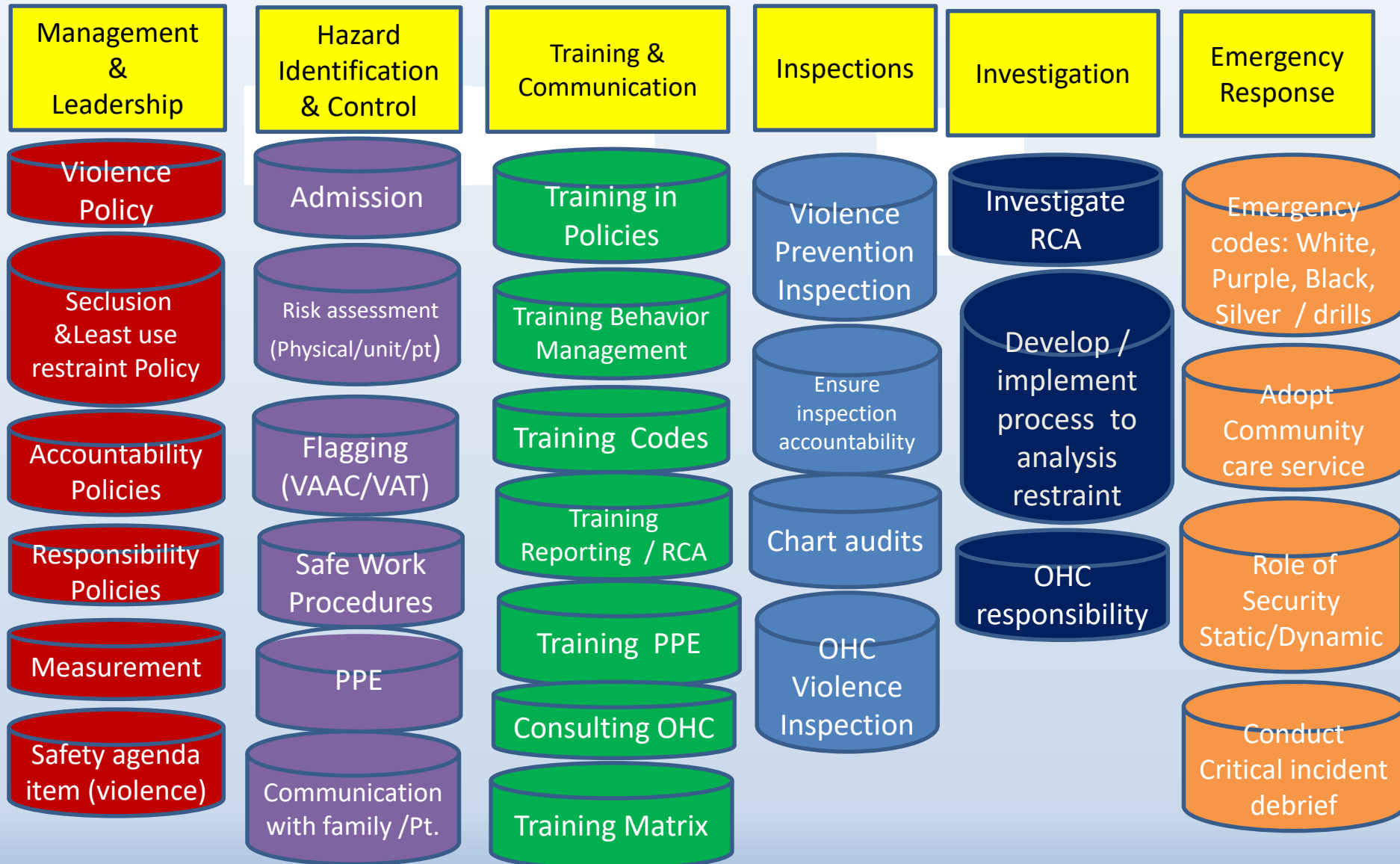


Violence Prevention Plan

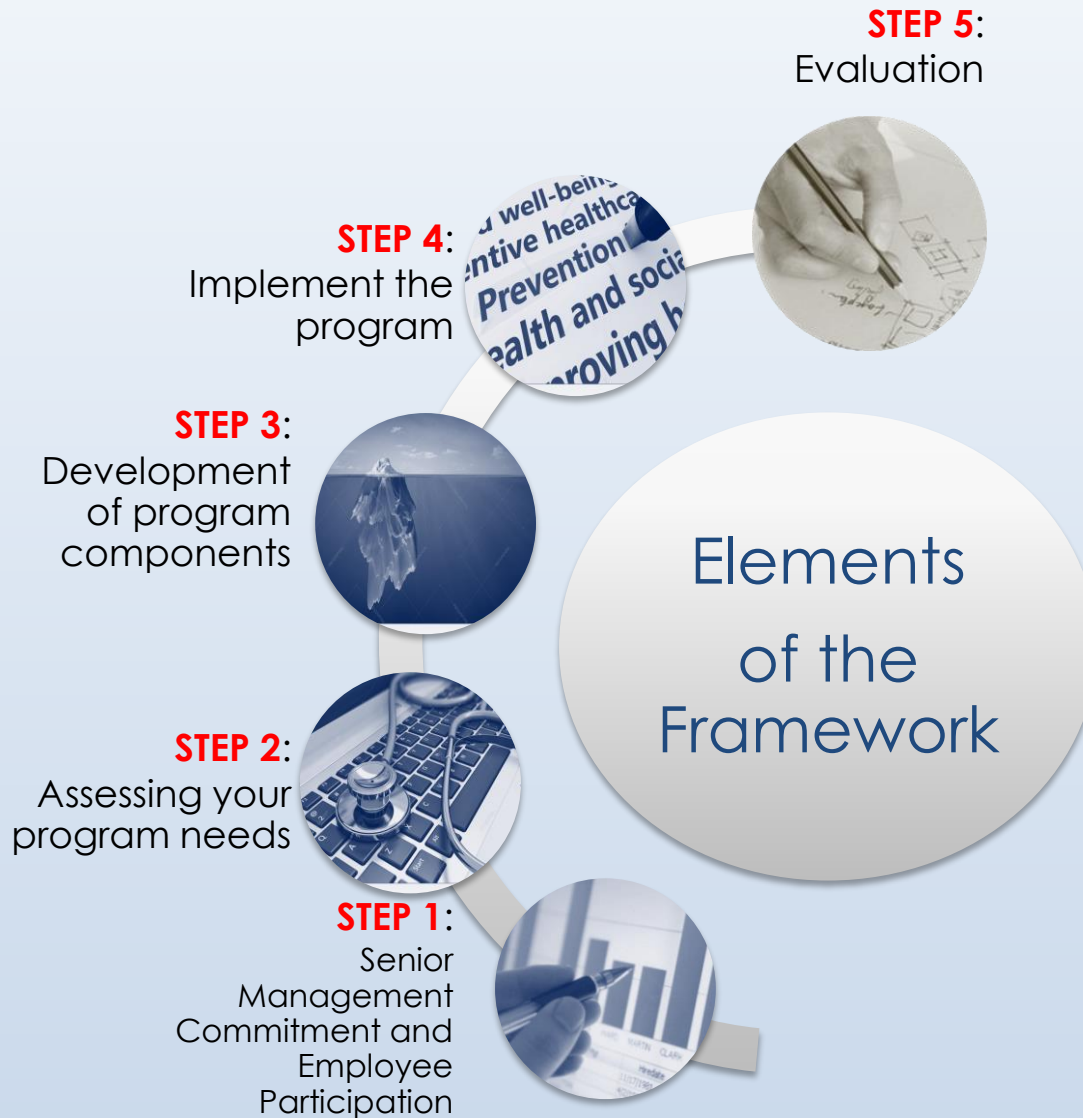


Violence Prevention Framework

Aligned with Safety Management System



Healthcare Violence Prevention Framework



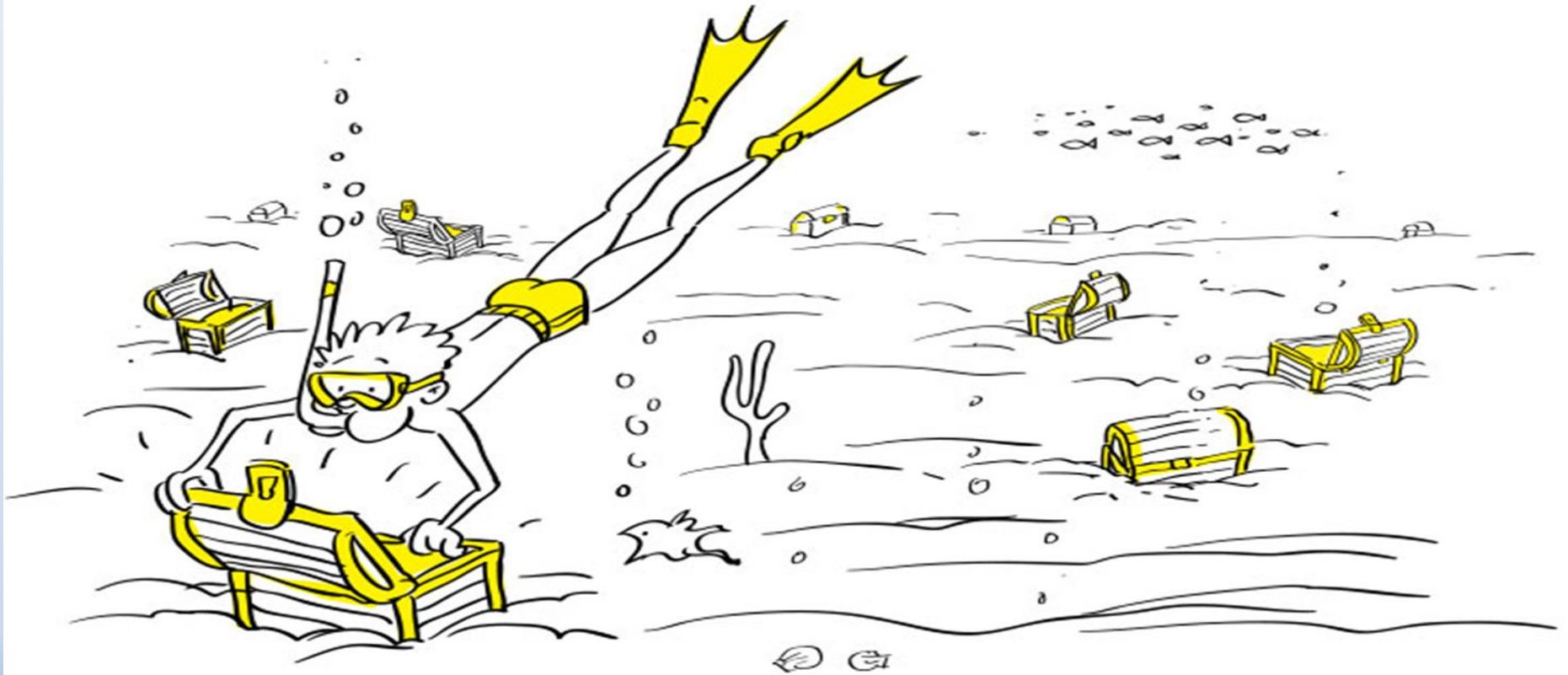
Violence Framework - Step 1

Leadership Commitment

- Acknowledge commitment
- Support working groups
- Allocate appropriate resources
- Assign responsibility and authority
- Maintain a system of accountability
- Support and implement recommendations

Two Prototype Locations

Deep Dive



Violence Framework Step 2

Assessing Program Needs

Readiness Assessment

- Reviewed documents and apply information into the gap analysis worksheet.
- Forming of the working group

Difference between risk assessment/gap analysis

- Risk Assessment: process of identifying hazards and evaluating the risk associated with hazards.
- Gap Analysis: identifies the differences between desired performance levels and existing performance levels

Five Steps of Workplace Violence Risk Assessment



KEY ELEMENTS OF THE
PROVINCIAL FRAMEWORK

Workplace Violence Risk Assessment

Step 1

Introduce the Terms of Reference for working group

Confidential Survey completed by:

- Working group
- unit/dept.

Violence Program Assessment Guide

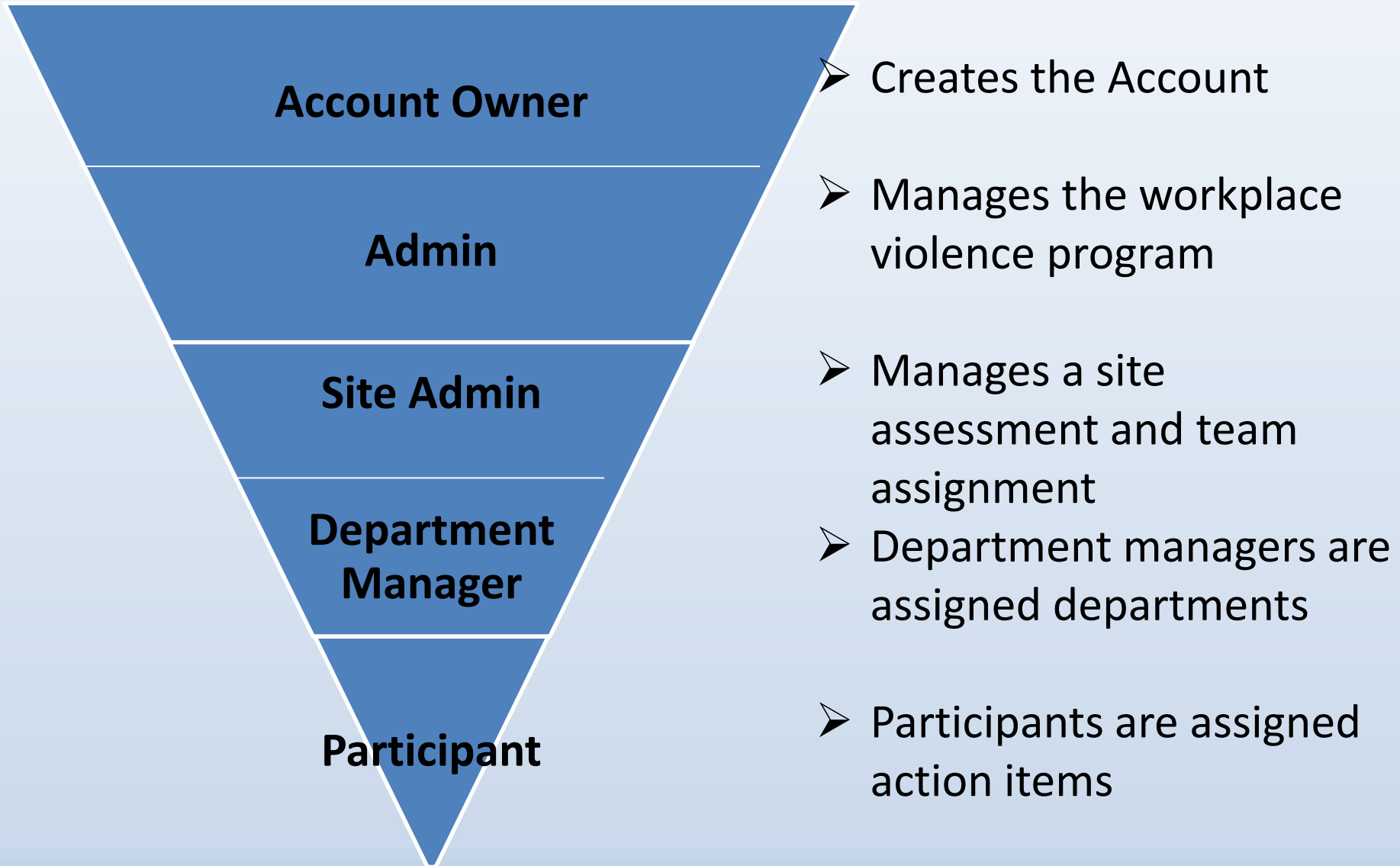
- Review legislation & best practices

Workplace Violence Risk Assessment

Step 2

- Complete risk assessment
 - Risk estimation should always over acknowledge the hazard
 - Assessment(s) should be completed without current controls
- The level of risk will determine the selected level of hazard control.

Roles and Responsibilities



Workplace Violence Risk Assessment

Step 2

Dashboard Assessments Team Settings | Hi, karen.loyns@saswh.ca ?

Victoria Hospital

Site Administrator: | Name / email | juin@saskhealthauthority.ca

Target completion date: 2019/12/31

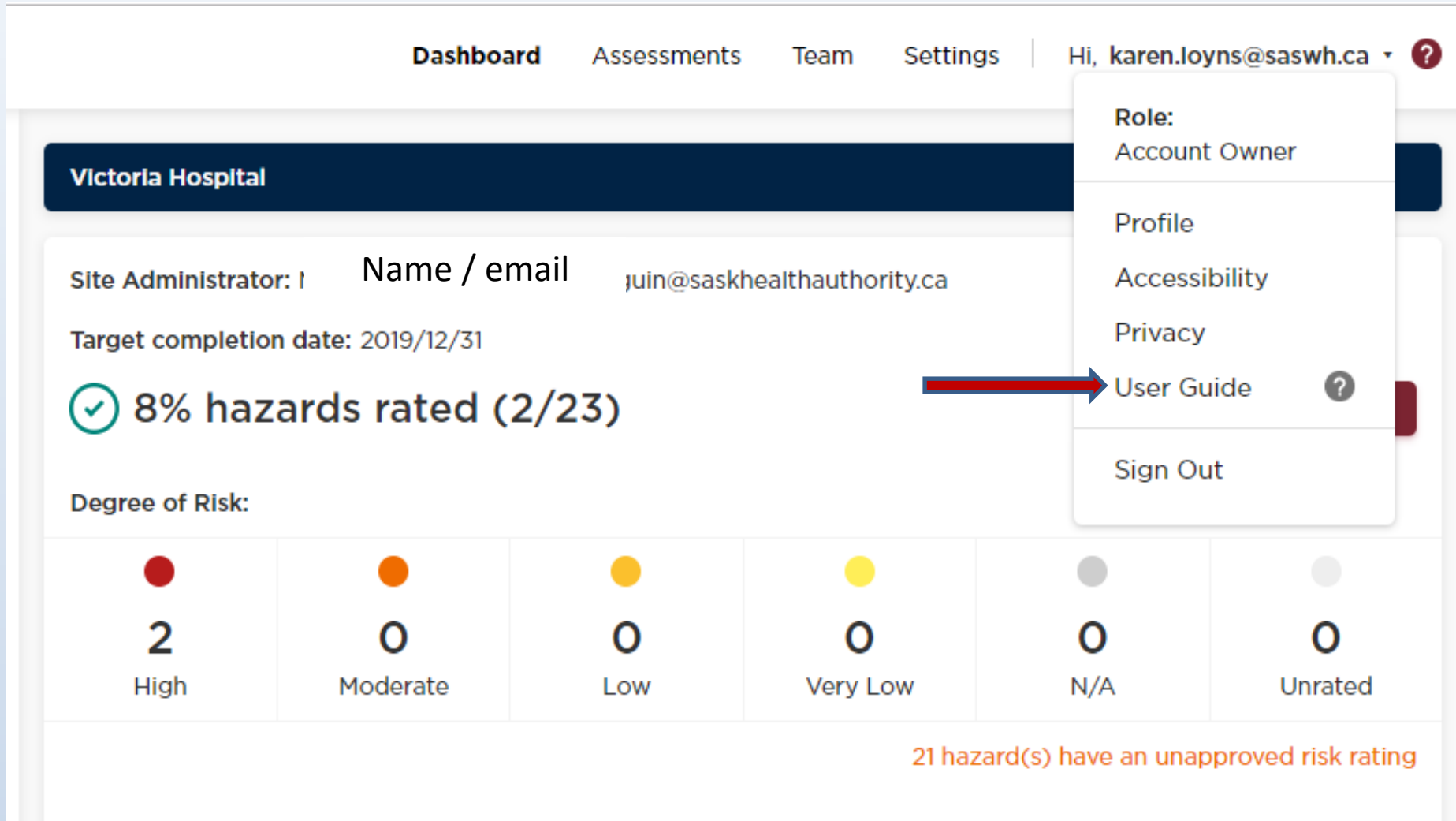
✔ 8% hazards rated (2/23)

Degree of Risk:

●	●	●	●	●	●
2	0	0	0	0	0
High	Moderate	Low	Very Low	N/A	Unrated

21 hazard(s) have an unapproved risk rating

User Guide ?



Online Risk Assessment Tools Micro - Site

<https://www.saswh.ca/index.php/saskatchewan-workplace-violence-prevention-initiative>.

Workplace Violence Risk Assessment Tool

Step 2

Hazard Categories:

1. Physical Environment
2. Department/
Unit Specific
3. Direct Care



Workplace Violence Risk Assessment

Step 2

Direct Care

1. Identify behaviours & triggers
 - Acute, Community, LTC and EMS
2. Interventions
 - physical environment
 - Work practices
 - Staffing
 - training
 - Intervention Resources

Workplace Violence Risk Assessment

Step 3

Complete the Action Plan

- Paper copy or online

Identify 3 focus areas

- Security
- Training.
- Structure

Workplace Violence Risk Assessment

Step 3

- Hierarchy of controls and evaluate
 - **At the source:** most effective
 - **Along the path:** between the actual source of the hazard and the worker
 - **At the worker:** least effective and should only be applied after attempts have been made at the source and along the path

Workplace Violence Risk Assessment

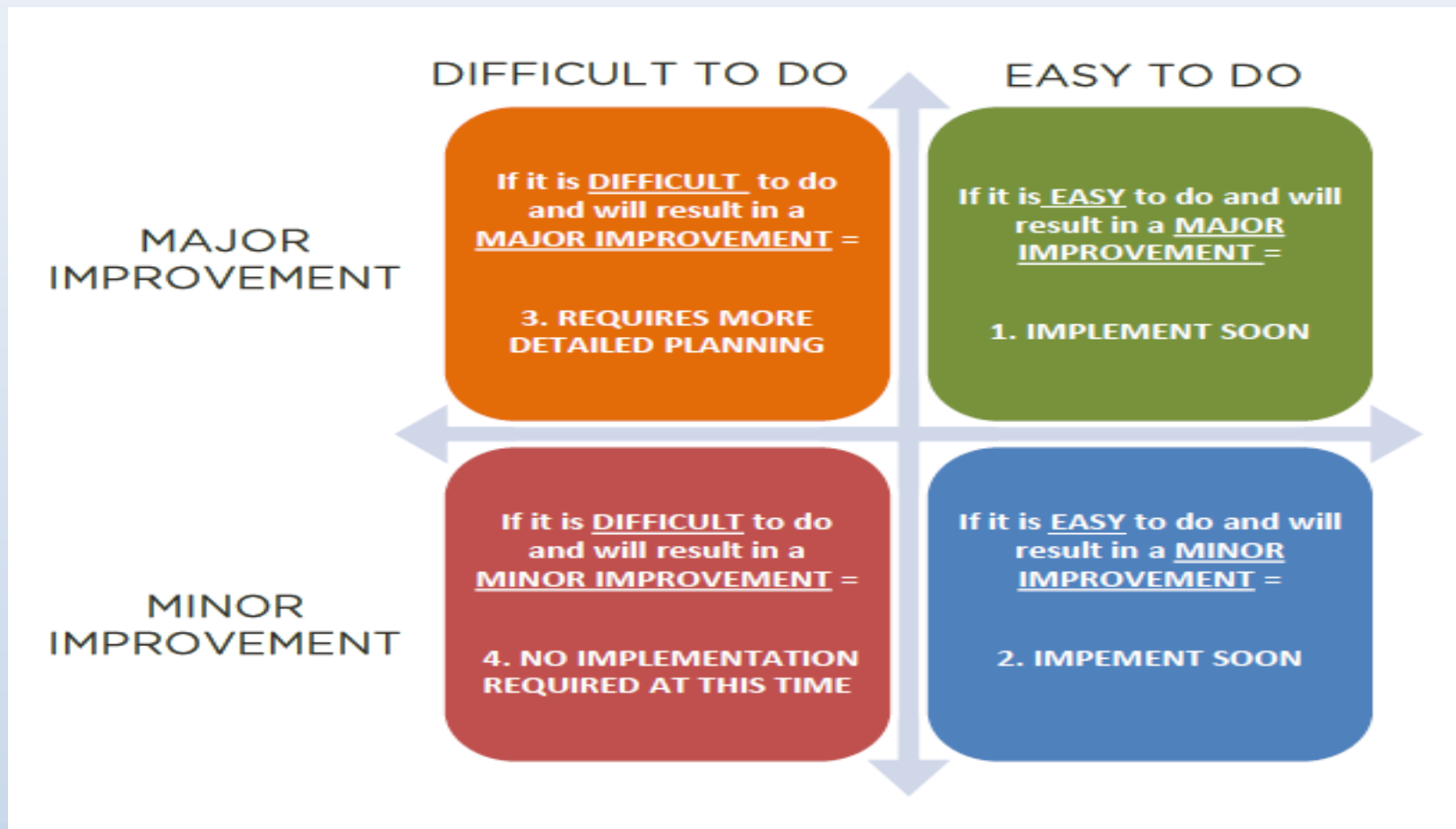
Step 3

- Review the gap analysis
- Complete a cross reference to validate gap analysis to populated controls
 - Violence Program Assessment Guide
- Training Matrix
- Apply the effort vs impact scale
- Send completed Action Plan to Senior Leadership Team

Workplace Violence Risk Assessment

Step 3

- Apply the Effort vs Impact Scale



Workplace Violence Risk Assessment

Step 4

- Action Plan returned to working group
- Identify responsibilities and time frames
- Implement the administrative and engineering controls in the action plan
- Plan for regular meetings for follow up
- Recommended to be at intervals of 30 days. (30, 60, 90 ...)

Workplace Violence Risk Assessment

Step 5

- Identify responsibilities and time frames for the evaluation process.
- Evaluate all education and training programs
- Plan for regular meetings for Evaluation of completion / implementation of the risk assessment action plan and violence prevention plan.

Violence Framework Step 5

Evaluation

- Create and maintain a safe working environment
- Review, revise, enhance and improve violence prevention plan
- Identify and implement corrective measures that may prevent subsequent violent situations
- Modify the violence prevention plan when insufficiencies are identified in policies, procedures, and employee training/education



**MAKE THE
RIGHT CALL...
BE SAFE**

**...and report
incidents of
violence and
aggression**

Follow on Steps for Saskatchewan

- Encourage increased reporting
- Encourage discussions with system partners to have edits made to the E1 and W1 report process to include something like:

Check here if *violence or aggression contributed to this injury.*

- *Use this video in training and education sessions:
#IWillReport*

VIDEO LINK:

https://youtu.be/Ji_bEXUZ3SA



Thank you for the opportunity today....

Workplace health and safety:
a priority for all.

Saskatchewan Association for Safe Workplaces in Health

info@saswh.ca

306. 545-5595

Training sessions:

Training and tutorial on the use and application of the framework and associated resources will be arranged.