



Stanford  
HEALTH CARE

# Workplace Violence: A Nursing Driven Survey

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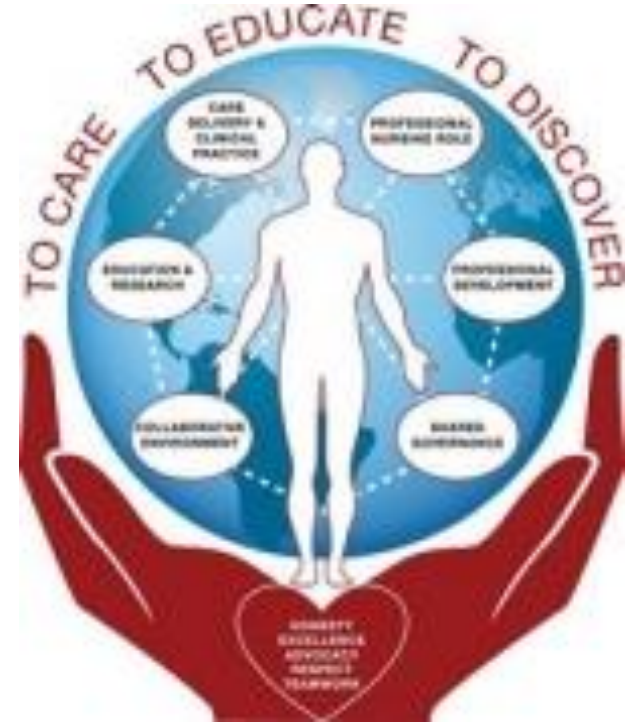
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# Shared Leadership

- ❖ Quality, Practice & Informatics Council
  - ❖ One representative per nursing unit or care area
  - ❖ Interprofessional and administrative collaboration
- ❖ Policy Change Initiated at the Bedside



# Problem

- ❖ Current reporting system possibly under-utilized
- ❖ No reporting format for non-physical violence
- ❖ No existing benchmark for non-physical events
- ❖ Front line perceives need for further intervention

# Methods





## Workplace Violence Survey

Please take a moment to fill out this workplace violence survey. Your cooperation is necessary to ensure that all workers are properly protected from the threat of workplace violence. Once the survey is completed, please return by: \_\_\_\_\_.

Return to:

**1. Have you experienced or witnessed any of the following at any place where you perform any work related duties** (check all that apply):

- A physical assault. (punched, kicked, stabbed, raped)
- An attempt or threat (verbal or physical) to inflict injury.
- Harassment of a nature that makes it difficult to pursue a normal work life.

**2. If yes, how frequently do these incidents happen?** (check one)

- Every day.
- A few times each week.
- A few times each month.
- A few times per year.
- Rarely.

**3. When did the latest incident occur?** (check one)

- Past 1 - 6 months.
- Past 6 months - 1 year.
- More than 1 year.
- Last 2 - 3 years.
- Last 3 - 5 years.
- More than 5 years ago.

**4. Are assaults, threats, and harassment common in your work area?**

- a. Assaults:  Yes  No (check one)
- b. Threats:  Yes  No (check one)
- c. Harassment:  Yes  No (check one)

**5. What best describes the perpetrator(s)?** (check all that apply)

- Stranger.
- Client, patient, or customer.
- Co-worker.
- Family member or loved one.

## Civil Service Employees Association

- ❖ Established Workplace Violence Survey
- ❖ Chosen by clinicians representing organization-wide care areas
- ❖ Modified only to suit hospital specifics
- ❖ Adapted to an online survey platform



# Survey Questions

1. What is your profession?
2. What is your gender?
3. In what unit/area of the hospital do you work?
4. What is your typical work shift?
5. Have you experienced or witnessed any of the following at any place where you perform any work related duties?
6. If yes, how frequently do these incidents happen?
7. When did the latest incident occur?
8. Are assaults, threats, and harassment common in your work area?
9. What best describes the perpetrator(s)?
10. Typically, are incidents reported to management?
11. Do you feel adequately protected from the threat of violence at work?
12. Do you have any suggestions that would enhance your safety and security? (free response)

# Results



# Response

615 Total Respondents

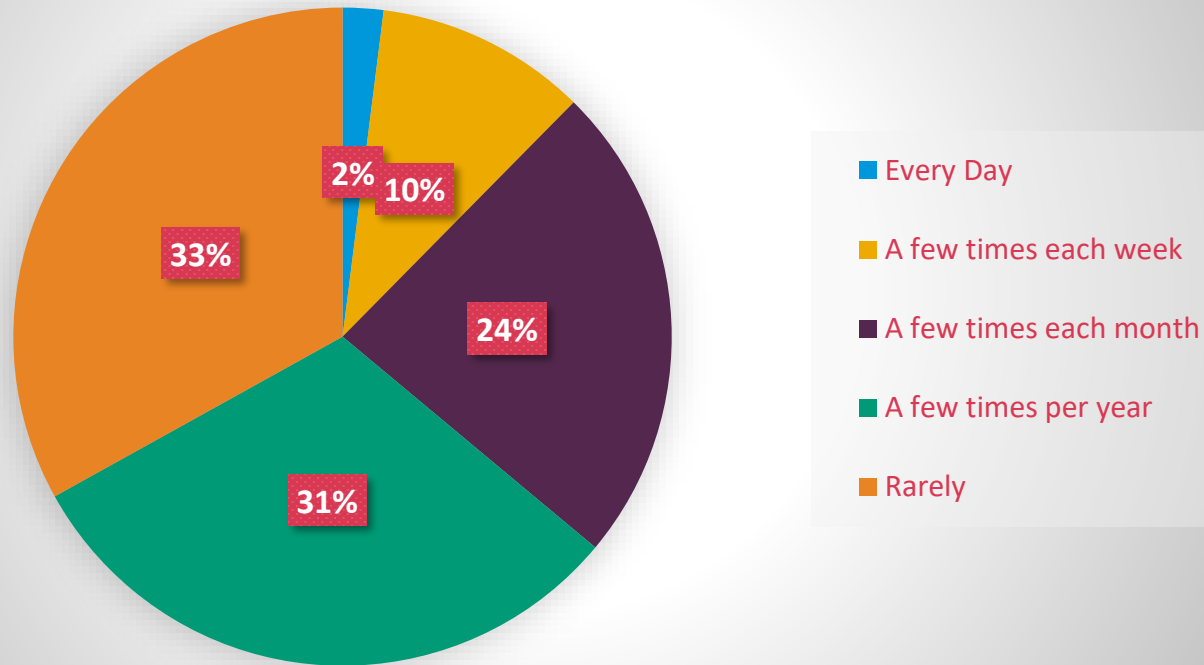
- ❖ 81% RN (499)
- ❖ 85% Female
- ❖ 71% Day Shift
- ❖ 63% Inpatient  
(including ICU)

Profession	Female	Male	Neutral	Not Answered	Prefer Not to Answer	Total
Registered Nurse	423	74	1	1		499
Dietitian	30	1				31
Rehab (PT, OT, SLP)	20	5		1		26
Nurse Assistant	9	3				12
Technicians	6	2				8
Administrative Staff	6	1				7
Advanced Practice Provider	6					6
Medical Assistant	6					6
Not Identified	2			2	1	5
Social Worker/Case Manager	4					4
Pharmacy	1	1				2
Unit Secretary	2					2
Manager	2					2
Housekeeping	2					2
Clinical Research Coordinator		1				1
Patient Care Coordinator	1					1
Physician	1					1
<b>Total</b>	<b>521</b>	<b>88</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>615</b>



# Frequency

## Reported Incidence of Violence (All Types)



# Prevalence by Area

- ❖ **Type A:** A physical assault
- ❖ **Type B:** An attempt or threat (verbal or physical) to inflict injury.
- ❖ **Type C:** Harassment of a nature that makes it difficult to pursue a normal work life.
- ❖ **Type D:** No

	<b>A: Physical</b>	<b>B: Attempt/Threat</b>	<b>C: Harassment</b>	<b>D: None</b>
<b>ALL (615)</b>	<b>159 (26%)</b>	<b>296 (48%)</b>	<b>288 (47%)</b>	<b>192 (31%)</b>
<b>RN (499)</b>	<b>148 (30%)</b>	<b>268 (54%)</b>	<b>252 (51%)</b>	<b>131 (26%)</b>
<b>General (52)</b>	<b>21%</b>	<b>46%</b>	<b>63%</b>	<b>21%</b>
<b>Inpatient (346)</b>	<b>31%</b>	<b>52%</b>	<b>40%</b>	<b>33%</b>
<b>ICU (44)</b>	<b>44%</b>	<b>77%</b>	<b>82%</b>	<b>2%</b>
<b>OR/Periop (35)</b>	<b>9%</b>	<b>29%</b>	<b>60%</b>	<b>23%</b>
<b>Outpatient (138)</b>	<b>12%</b>	<b>35%</b>	<b>43%</b>	<b>42%</b>



# Analysis

## Relevance:

- ❖ 42% of respondents feel inadequately protected
- ❖ 37% felt incidents “typically” reported electronically

## Limitations:

- ❖ Response bias
- ❖ Promoted primarily to nursing units
- ❖ Small sample size of non-RN respondents

# Conclusions

- ❖ Respondents experience violence frequently
- ❖ Violence disproportionately reported in some care areas
- ❖ Evidence supports further interventions:
  - ❖ Reporting improvement
  - ❖ Safety protocols
  - ❖ Staff Training

# Next Steps...

## Further Analysis:

- ❖ Free response suggestion analysis
- ❖ Data from parallel projects
- ❖ Benchmark comparison

## Nursing-Driven Interventions:

- ❖ Unit based projects
- ❖ Collaboration with ongoing initiatives

# Acknowledgements

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