Workplace Violence

MNA Proposal 11
Nursing is High Risk

- RNs experience about 14 violent injuries resulting in days away from work per 10,000 full-time employees, compared with a rate of 4.2 in U.S. private industry as a whole.
- Almost 40% of nurses report being verbally assaulted each year, and in behavioral health settings this number jumps to 70%.
  - Almost 75% of all workplace assaults 2011-2013 happened in healthcare settings
  - 39% of nurses reported verbal assaults each year & 13 percent report physical abuse
  - In a mental health setting, 70 % of staff members are physically assaulted each year
Nursing is High Risk

• 21% of registered nurses and nursing students reported being physically assaulted—and over 50 percent verbally abused—in a 12-month period (2014 American Nurses Association’s Health Risk Appraisal survey of 3,765 registered nurses and nursing students).

• 12% of ED nurses experienced physical violence—and 59% experienced verbal abuse—during a seven-day period (2009-2011 Emergency Nurses Association survey of 7,169 nurses).

• In 2013, 80% of serious violent incidents reported in healthcare settings were caused by interactions with patients (other incidents were caused by visitors, coworkers, or other people).

• In 2013, the most common causes of violent injuries resulting in days away from work across several healthcare occupations were hitting, kicking, beating, and/or shoving.
WPV Effect on Units

- Increased levels of violence lead to lost time injuries, sick calls and increased errors due to fear and fatigue.
- Violent incidents create a burden to unit resources when nurses and other staff need to call for help, pulling staff from multiple disciplines across the facility.
- 1:1s makes facilitating breaks for all staff on regular basis nearly impossible and the resulting fatigue makes errors more likely.
Violence is Expensive for the Hospitals

Violence response efforts cost U.S. hospitals and health systems approximately $2.7 billion in 2016

- $852 million in unreimbursed medical care for victims of violence
- $429 million in medical care, staffing & security
Real Costs to Hospitals

Studies have found higher patient satisfaction levels in hospitals where fewer nurses are dissatisfied or burned out.

Injuries and stress are common factors that drive some caregivers to leave the profession. The estimated cost of replacing a nurse is $27,000 to $103,000. This cost includes separation, recruiting, hiring, orientation, and training.
Violence on Hospital units cause increased injuries, fear, and staffing issues that strain every aspect of patient care.

Effects of violence are wide-spread and long-lasting.

Each time staff needs to call for help it creates a strain throughout the hospital as more staff are called away from their regular duties to aid in the situation.
• “We don’t believe all staff are confidence and comfortable with right screening and roles with intervention.”
• “There is no defined process to communicate lessons learned and actions or changes prompted from events.”
• “Work is progressing to develop more focused education for other areas defined by the data and chosen by the WPVP committee as prone to violence.”

Preventing Violence in Healthcare
Gap Analysis

Note: The purpose of this gap analysis is to help healthcare facilities implement best practices in order to prevent violence from patients to staff. The purpose is not to address disruptive behavior or staff to staff violence; those issues should be dealt with through other policies and/or procedures.
Fairview RNs Experiencing WPV

Over 200 Fairview MNA RNs experienced violent incident the period January through December of 2018.

Violence was reported on nearly every unit.

Since 2015, Fairview has reported that 459 days missed by RN due to WPV.
MNA Proposal Protects Nurses & Patients

- Requires the hospital to disclose incidents of violence at every LMC
- Provides nurses with notice of the potential for violence where there has been past violent behavior from a patient or their family
- Provides training on resiliency and self-defense
- Provides time off with pay after an assault and a debrief of all violent events
**Workplace Violence Committees**

- Memorialize the workplace violence committee in our contract
- Establish that these are facility-based committees
- Guarantee MNA representation
- Outline the purpose of the hospital workplace violence committee
Hands-on-Training for Everyone

Mandatory hands-on-training for all nurses on action plans and safety during acts of violence

• Nurses on every unit experience violence in one form or another
• All nurses deserve to have the training to protect themselves & their patients in these dangerous situations
Together, we can and must make our hospitals a safer place.