

# 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%.
- According to a 2016 New England Journal of Medicine study & 2013 Bureau of Labor Statistics study:
  - 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

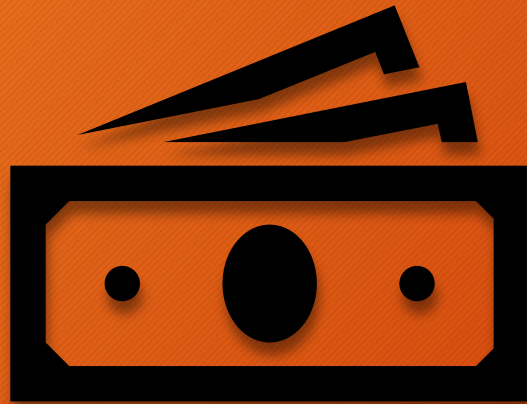


Violent incidents create a burden to unit resources when nurses and other staff need to call for help, pulling staff from multiple disciplines across the facility



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

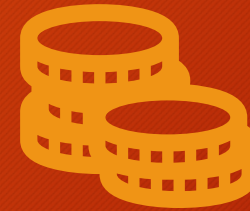
- \$852 million in unreimbursed medical care for victims of violence
- \$429 million in medical care, staffing & security



# 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 and Staffing



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

Ongoing exposure to traumatic events causes elevated stress & fear



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

# Fairview & WPV

- “We don’t believe all staff are confident 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.”

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## Preventing Violence in Healthcare Gap Analysis

*Note: The purpose of this gap analysis is to help healthcare facilities to 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.*

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# 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.