

Bus 5/16/19 2:41p

North Memorial Health | MNA
2019 Negotiations
May 16, 2019

Hospital counter-proposal to U-30.

The following would *replace* Article 47(D).

D. Workplace Violence Prevention and Response

The Hospital and the Union recognize the effects of incidents of violence directed at staff and the obligation of the Employer to provide a safe and secure environment for patients, visitors, and staff. In order to ensure the professional longevity and continued health of staff working in areas where violent events may occur, the Hospital and Union agree to the following preventive efforts and responses:

Workplace Violence Prevention:

The Hospital will establish and enforce a code of behavior for all in the facility. The Hospital will have a trained response team(s) which will respond to all emergency situations where physical violence, the threat of physical violence, or verbal abuse occurs. A process will be developed to record and report these incidents of a non-emergency nature. These records will be evaluated by the Joint Staffing Committee when the situation involves a registered nurse.

In addition, the Hospital shall provide a summary of the most recent acts of violence as defined by Minnesota Statute §144.566 at each regularly-scheduled Joint Staffing Committee meeting. This summary will include a description of the incident and the response. The Joint Staffing Committee will review trends and through mutual agreement make recommendations for change.

At a minimum, the Employer shall provide workplace violence training to each represented nurse upon hire and on an annual basis thereafter.

The Hospital will develop a process for a risk assessment upon admission to determine potential violence from patients and develop and communicate a therapeutic plan of care as appropriate.

The Hospital shall continue to evaluate available technology, visual cues and other reasonable means available to alert staff that a patient, patient's family member or visitor has a history of violence on the Hospital campus, and will implement such tools that the Hospital determines to be suitable.

Nurses are encouraged to contact the Hospital security team as needed for support and assistance to prevent and/or respond to incidents of workplace violence.

The Hospital will notify staff working on the premises if there is an active threat that creates a hospital-wide lockdown. Staff will be given instructions that include actions to be taken for the protection and well-being of patients, families, and themselves.

Workplace Violence Response:

Nurses are encouraged to report all incidents of workplace violence, and to contact the Team Member Health department following any incidents of workplace violence.

If alerted, the Team Member Health Department will contact the nurse's direct care manager or director to coordinate the implementation of post-incident protocols. The Nurse Manager/Director and Team Member Health Department will facilitate support and resources for the affected nurse, including to encourage nurses who are victims of assault in the workplace to recognize the potential emotional impact and offer counseling or other delayed stress debriefing.

In addition, a nurse who has been assaulted at work and is unable to continue working will be given the opportunity to be free from duty without loss of pay for the remainder of that shift. If additional time away is needed the Team Member Health Department will explore options with the nurse via programs, resources and offerings available, as well as assistance with the workers' compensation process.

The Hospital will extend reasonable cooperation to any nurse assaulted in the workplace who chooses to exercise her/his rights under the law, including being released from a scheduled work shift in order to testify at a court hearing stemming from the incident.

A nurse who has experienced violence that was committed by a patient or that patient's family shall not be required to assume the assignment of that patient on a future date without the consent of the nurse.

Immediately after a violent event occurs on a unit, a debrief ("diffusing meeting") will take place that includes all staff on the unit who desire to attend.

Within three days (72 hours) after a violent event occurred on a unit, a documented debrief meeting will be held as appropriate that includes the staff involved and an appropriate mix of individuals such as providers, management, nursing staff, therapy staff, and clergy. The intent of the debrief is to create a safe space for staff to discuss the event, and is not a place for critique, performance evaluation, or investigation.