Ethics, Privacy, Security and Confidentiality EP14

a. Provide one example, with supporting evidence, of a security issue resolved with a clinical nurse’s or clinical nurses’ contributions to an interprofessional group.

Security Issue: Staff Safety on Night Shift
WakeMed Health & Hospitals takes seriously its commitment to keeping the night shift nursing staff safe. As the hospital has endorsed patient and family centered care, the safety issues have had to be re-examined and accommodated. WakeMed Health & Hospitals encourages a healing environment for patients, which includes the presence of family and support persons who may need to enter and exit the building during the evening and night. However, the need to keep staff members safe sometimes conflicted with allowing families free access via the numerous access points throughout the main campus building. The primary access point for all visitors on the Raleigh Campus is via the E Tower, which has numerous ground and main level entrances. This was a multifaceted issue that required the collaboration of all members of the interprofessional team.

Clinical Nurse Contribution
In September 2016, Clinical Nurse Nancy Reyes, BSN, RN, CV-BC, Heart Center Pre/Post Procedure Care Area (HCPPPA), sent an email regarding safety issues to Barb Bisset, PhD, MPH, MS, RN, Executive Director, Emergency Services Institute, and Jessica Carroll, BSN, RN, CV-BC, HCPPPC Supervisor/Educator. The issues included unsecured access to nursing units in the E Tower where Reyes’ unit is located, and Reyes requested self-defense classes for staff members. (Evidence EP14-1, Safety Follow-up for HCPPPC Email)

Interprofessional Group: Night Shift Council
The Stars Come Out at Night is the fun name of the interprofessional Night Shift Council, whose members meet monthly from 12 a.m. to 1 a.m. to work on issues in patient care, the work environment issues and policies that impact staff members working on the off-shifts. Night Shift Council members include nurses, respiratory therapists, physicians and representatives from Safety and Security, Environmental Services, Pharmacy, Food and Nutrition, and administration.

In November 2016 Reyes, 5A Clinical Nurse Karen York, BSN, RN-BC, and other members of the Night Shift Council shared safety concerns that had not yet been addressed for night shift employees to find a solution to the issues. Campus Police Officer Bryan Williscroft, a Night Shift Council member, responded to these concerns, explaining the differences between campus police officers and public safety officers. The night shift is staffed with four police officers and three public safety officers, with both types of personnel responding to all calls. Williscroft explained that WakeMed staffs a full-time investigator to support criminal investigations and has 400 cameras that are monitored 24/7. He also educated council members on using the “buddy system,” the safe storage of valuables and patient belongings, and a number to call for
transport to and from vehicles. Panic alarm buttons are placed strategically throughout the hospitals and tested weekly, and there are blue light call boxes on the exterior grounds. However, Officer Williscroft acknowledged the staff’s concern about the numerous entrances to the E Tower and emphasized the importance of reporting suspicious activity to Campus Police, reiterating the “see something, say something” mantra. (Evidence EP14-2, November 30, 2016 Night Shift Council Meeting Minutes)

During their February 2017 meeting a few months later, the Night Shift Council discussed goals for the coming year and the issue of staff safety arose again. Reyes and York reported their concern about visitors roaming throughout the E Tower late in the evening. The group’s suggestions included having campus police officers visible at the E Tower main desk, putting a badge scanner on all ground floor doors and adding a metal detector to the E Tower main entrance. Night Shift Council member Officer Williscroft took these recommendations back to his team for follow-up.

**Security Issues Resolved**  
In response to the Night Shift Council’s concerns, Campus Police Officer Frank Kearney led a basic self-defense awareness class during the May 2017 Night Shift Council meeting. Officer Kearney regularly provides this class, “Wake Watch,” which is available to all staff members. (Evidence EP14-3, May 31, 2017 Night Shift Council Meeting Minutes)

Beginning in May 2018, new security measures were put in place to address visitor access to all units, including the E Tower, after visiting hours. Badge access pads were placed on all doors on the ground floor of E Tower to ensure only employees could enter. To remain vigilant in WakeMed’s commitment to patient and family-centered care, families and support persons are given a four-digit code to access the elevators during the evening hours; employees scan their badge to gain access. (Evidence EP14-4, March 2018 Night Shift Council Meeting Minutes) In addition, all E Tower stairwells have employee badge access only. (Evidence EP14-5, WakeMed Weekly)

A security update was provided at the March 2018 Night Shift Council meeting, including an increase in campus police visibility with the addition of nine officers.

To determine the success of the initiative for E Tower staff safety, 3E Clinical Nurse Annelise Rogers, BSN, RN disseminated to all 3E clinical nurses, nurse aides and telemetry monitor technicians a pre-survey in February 2018 and a post-survey in April 2018. Prior to many of the safety interventions detailed above, 12 of 36 staff members reported feeling unsafe on 3E. Examples shared included the unit’s proximity to the outside, the main entrance doors always being open and visitors sleeping in common areas on the unit. On the post-survey, only two of the 23 staff member respondents reported feeling unsafe.

The interprofessional collaboration of the Night Shift Council members, with Clinical Nurse Reyes as champion, resulted in significant changes in structural and human resources that positively impacted staff safety on the off-shifts.