

## EP16EO

Using the required empirical outcomes (EO) presentation format, provide one example of an improved workplace safety outcome for nurses, specific to violence (e.g. physical or psychological violence, threats of incivility) toward nurses in the workplace.

- Provide a copy of the organization's safety strategy –

### Example: Decreasing Physical Assaults Toward Nurses Using the Vistelar® Advanced Training Class

#### Problem

WakeMed Health & Hospitals 1C Clinical Evaluation Area (CEA) had an increase in incidents of physical assaults toward nurses by patients.

#### Pre-Intervention

WakeMed has a strong focus on workplace violence with an established Workplace Violence Prevention Program (WVPP). The WVPP provides a comprehensive violence prevention program that includes mitigation, preparedness, response, and recovery measures. The measures minimize events of violence in the workplace, assist in appropriate responses to events, and support those affected. ([Evidence EP16EO-1, Workplace Violence Prevention Program](#)) The WVPP members noted an increase in reported physical assaults toward nurses by patients on 1C CEA.

In December 2023, the rate of physical assaults on 1C CEA clinical nurses was 15.71. The rate is calculated by dividing the number of physical assaults on 1C CEA by the number of patient days on 1C CEA and multiplying by 1000.

#### Goal Statement

To decrease the rate of physical assaults on 1C CEA clinical nurses at WakeMed Health & Hospitals.

#### Participants

Training Committee			
Name/Credentials	Discipline	Title/Role	Department
Barb Bisset, PhD, MPH, MS, RN	Environment of Care	Executive Director, Preparedness and Innovative Learning	Environmental Health and Safety
Cameron Sanders, BSN, RN, CPN	Nursing	Clinical Educator/ Supervisor, Pediatrics	4E Pediatrics
Christie Hatch, MSN, RN, CEN, NE-BC	Nursing	Director Emergency Services	ED Administration
David Brock	Campus Police	Director, Chief of Police	Campus Police and Public Safety

Harriet Stephenson, MSN, BA, RN, NPD-BC	Nursing	Director Nursing Education	Nursing Education
Julia Panneh, BSN, RN	Nursing	Clinical Educator/ Supervisor, 1C Clinical Evaluation Area	1C CEA
Marcy van Schagen, MSN, RN, CNML	Nursing	Director System Capacity and Patient Placement	Clinical Administrators
Mary Worthy, MS, LMFT	Behavioral Health	Director Behavioral Health Services	Director Behavioral Health Services
Melissa McAllister, BSN, RN, CEN	Nursing	Nurse Manager	1C CEA
Micah Krempasky, MD	Physician	Chief Medical Officer, Behavioral Health	WSG Administration
Sam Foster	Campus Police	Captain, Campus Police	Campus Police and Public Safety
Sarah Crowley, MSN-Ed, RN, PMH-BC	Nursing	Director Behavioral Health Services	1C CEA
Vicki Reid	Campus Police	Police Lieutenant	Campus Police and Public Safety
Dale Hill	Environment of Care	Manager Ops & Preparedness	Regional Trauma Program

## Description of the Intervention

January 2024

- Dale Hill, Manager of Operations & Preparedness, Regional Trauma Program, reviewed the literature and found workplace violence against medical providers happens daily, with healthcare workers experiencing violence-related injuries at a rate five times higher than workers in other industries. The WVPP determined that Vistelar® training would be the best fit for WakeMed to address this, as it aligns with many of the WakeWay behaviors and tenets.
- The Training Committee, which is a subgroup that reports to WVPP, was responsible for identifying the course work to use for staff training and education to decrease events of workplace violence, including physical assaults.
- Hill presented a budget proposal to the executive team, who approved the vendor Vistelar®. It was recommended that staff members from high-risk areas, including 1C, attend the Vistelar® Advanced Physical Stabilization and Team Response Level IV Training Class.
- The Vistelar® Advanced Physical Stabilization and Team Response Level IV Training Class teaches employee to recognize when verbal methods have failed, safely and effectively stabilize a situation using six levels of stabilization, debrief and document violent incidents, and articulate the reasons for acting.

- Sarah Crowley, MSN-Ed, RN, PMH-BC, Director Behavioral Health Services, 1C CEA, met with Melissa McAllister, BSN, RN, CEN, Nurse Manager 1C CEA, to develop a plan to schedule 1C CEA clinical nurses to attend the Vistelar® Advanced Physical Stabilization and Team Response Level IV Training. Crowley and McAllister agreed it was a priority for their staff members to receive this training and advocated for them to attend. Staff members received class time pay for attending.

#### *February 2024*

- 1C CEA clinical nurses attended the Vistelar® Advanced Physical Stabilization and Team Response Level IV Training.

In alignment with the organizational safety strategy, the Training Committee, Crowley, and McAllister implemented evidence-based interventions to address violence toward nurses, which led to improved workplace safety for nurses.

The interventions were fully implemented by the end of February 2024.

#### **References:**

Edward, K., Stephenson, J., Ousey, K., Lui, S., Warelow, P., & Giandinoto, J.-A. (2015). A systematic review and meta-analysis of factors that relate to aggression perpetrated against nurses by patients/relatives or staff. *Journal of Clinical Nursing*, 25(3-4), 289–299. <https://doi.org/10.1111/jocn.13019>

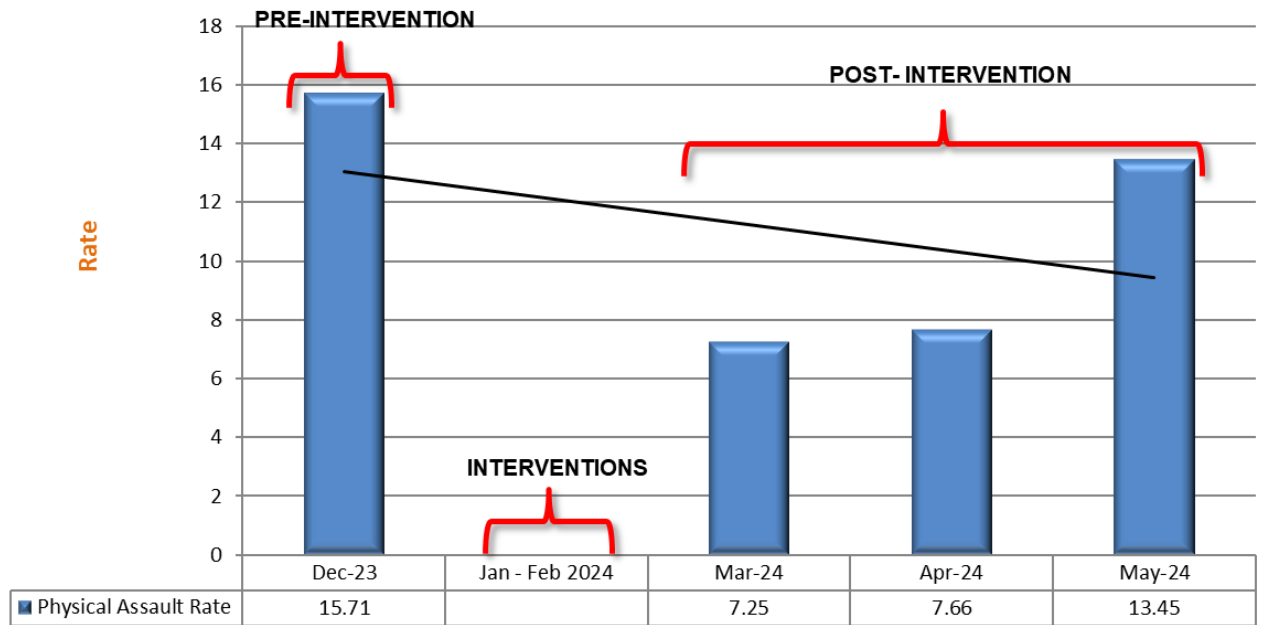
Odes, R., Hong, O., Harrison, R., & Chapman, S. (2020). Factors associated with physical injury or police involvement during incidents of workplace violence in hospitals: Findings from the first year of California's new standard. *American Journal of Industrial Medicine*, 63(6), 543–549. <https://doi.org/10.1002/ajim.23103>

Phillips, J. P. (2016). Workplace violence against health care workers in the United States. *New England Journal of Medicine*, 374(17), 1661–1669. <https://doi.org/10.1056/nejmra1501998>

The Joint Commission. (2021, June 18). R3 report issue 30 workplace violence prevention standards. <https://www.jointcommission.org/standards/r3-report/r3-report-issue-30-workplace-violence-prevention-standards>

#### **Outcome**

**EP16EO-2**  
**Physical Assault Rate on 1C CEA Clinical Nurses**  
**1C CEA WakeMed Health & Hospitals**



(Evidence EP16EO-2 Physical Assault Rate on 1C CEA Clinical Nurses, 1C CEA, WakeMed Health & Hospitals)