

Workplace Violence Prevention in Healthcare



Yasin Khan, MPH 2014

Drexel University, Environmental and Occupational Health

Christopher Banks, MILR 2014

Cornell University, Industrial and Labor Relations

Background

- Healthcare workers experience more non-fatal assaults (45%) than workers in any other industry
- 22 states have passed legislation around Workplace Violence (WPV)
 - California has AB 1083
- NY has the only OSHA Standard on WPV for public employees



Objectives

- Interview and survey workers' about experiences with WPV
- Analyze data to identify trends
- Develop and test curricula for educational workshops



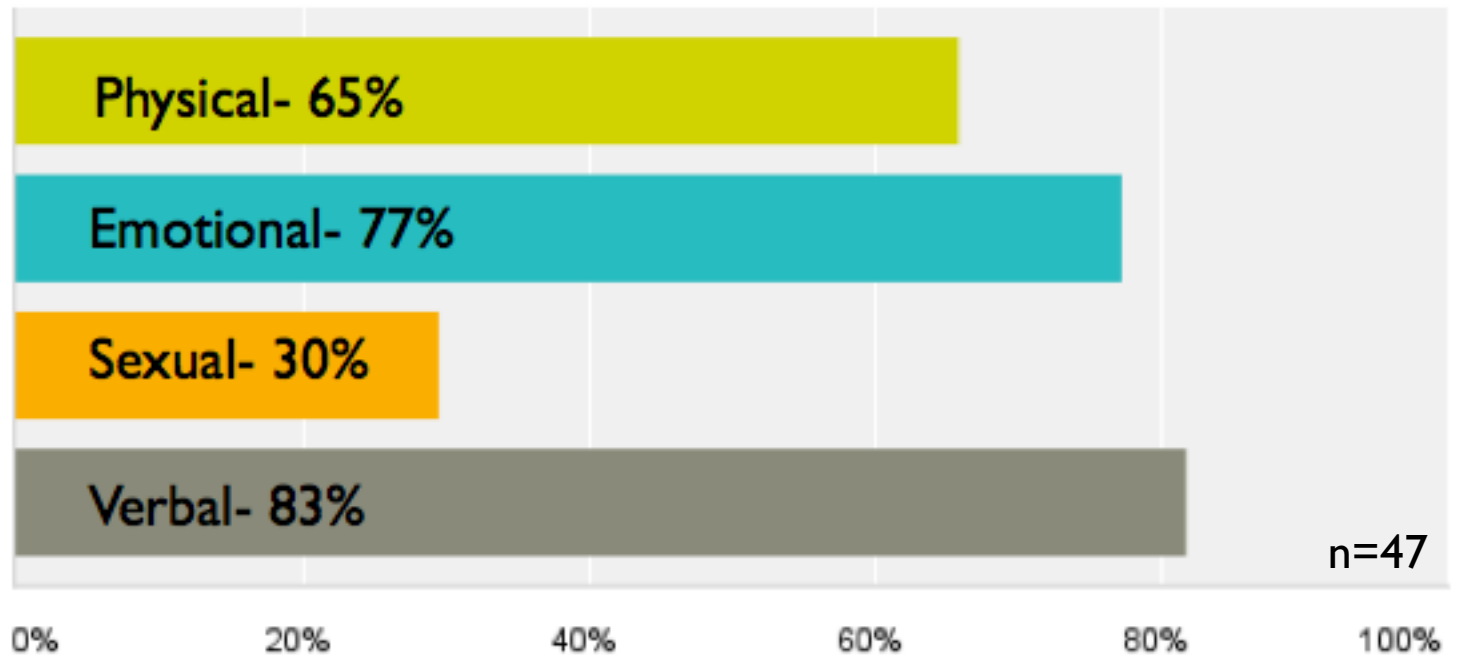
Project Components

- Interviewed 10 healthcare workers
- Conducted a statewide survey
- Facilitated 6 educational workshops with 50 attendees
- Literature review



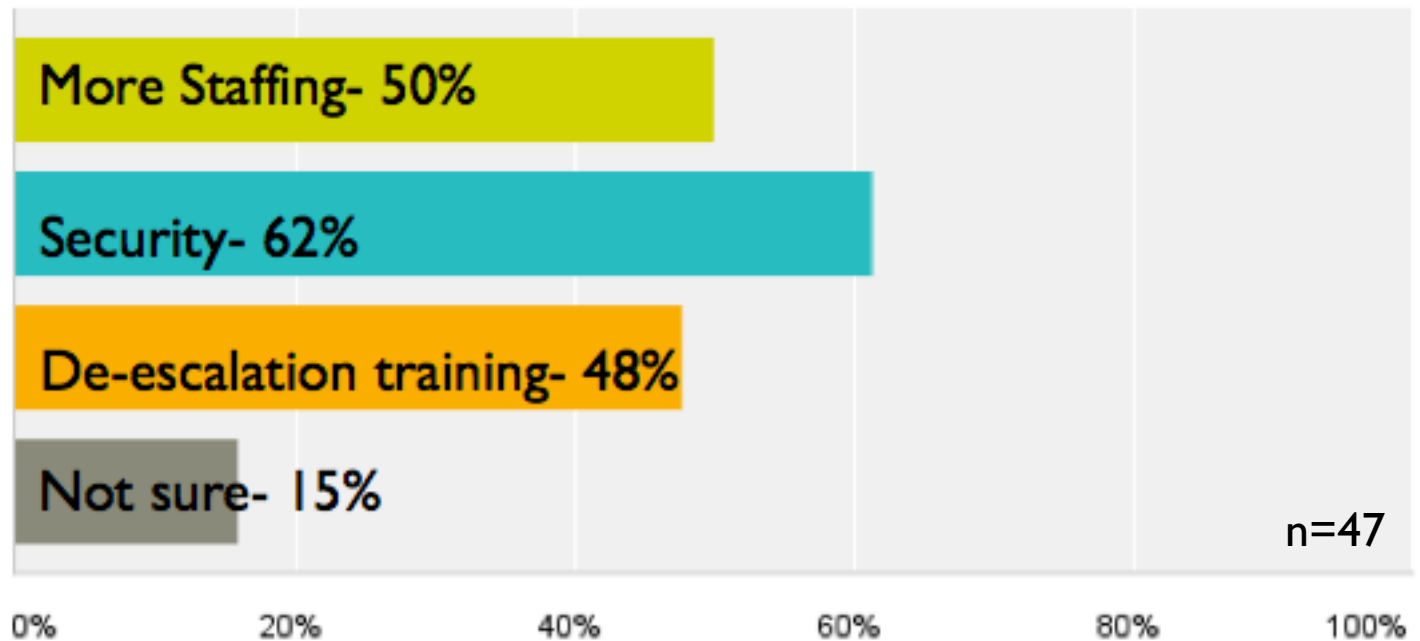
Survey Results

If you have experienced workplace violence, did that incident include any of the following?



Survey Results

What would you like to see included in a Cal/OSHA workplace violence prevention standard?



Worker Stories & Management Responses

- “What’s the protocol if there’s violence? Run. That’s my protocol, I have two kids.”
- “But how am I supposed to know if they don’t train me? We want training; we want to be safe.”
- “When you guys started working here, you knew what you were getting into.”



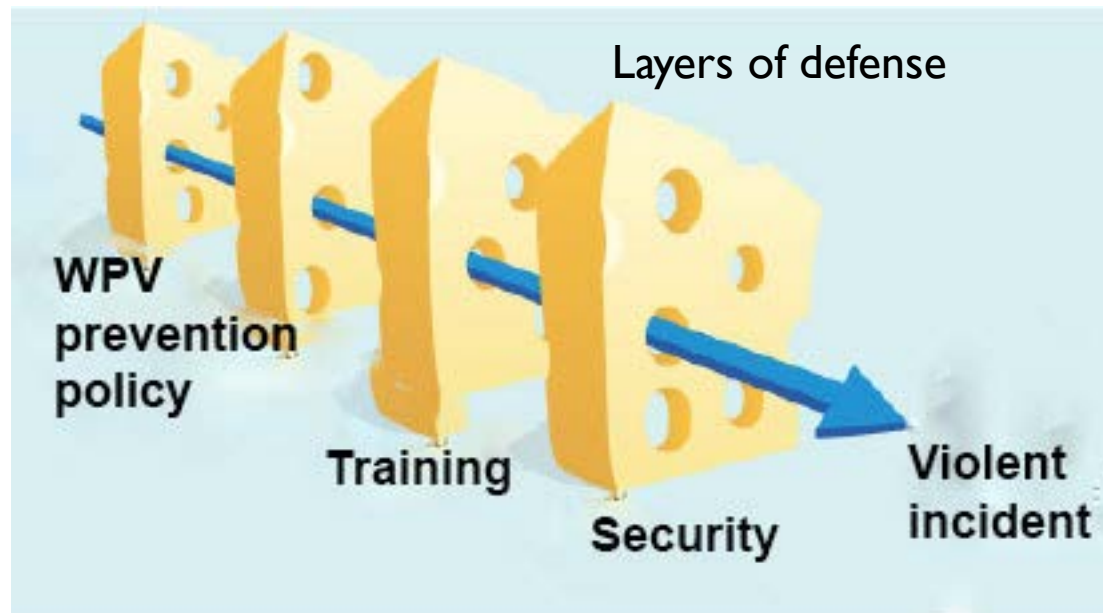
Common Themes

- “Part of the job” culture
 - Predictable = preventable
- Low staffing
- Underreporting of violent incidents
- Gender
- Post traumatic stress disorder



Challenges of the Campaign

- Fix the workplace, not the worker
- Acknowledging the scope of WPV

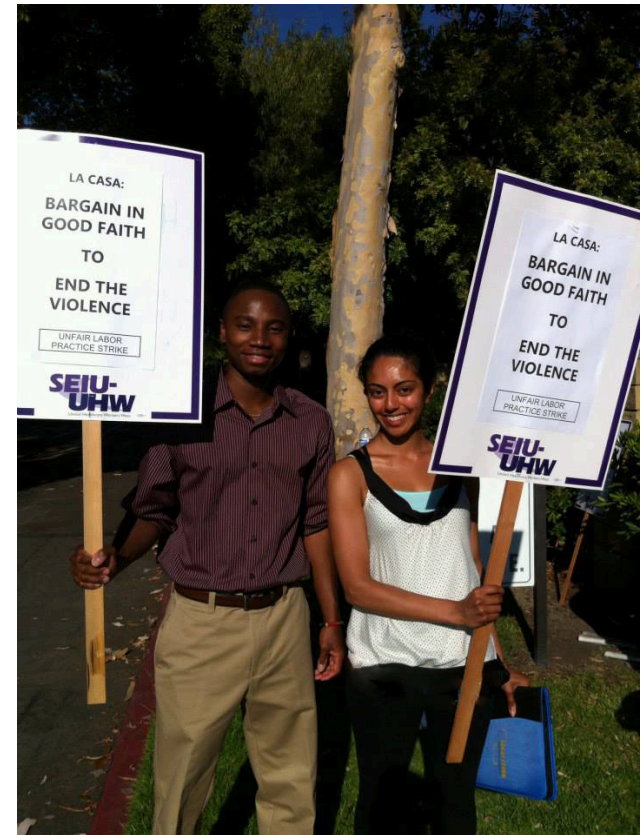


Recommendations

- Submit a comprehensive Cal/OSHA Standard by January 1, 2014
 - Engineering controls
 - Staffing ratios
 - Trauma counseling
 - De-escalation trainings
- Integrate “Reporting & Documentation” into nursing school
- Education = hope = empowerment

Acknowledgements

- SEIU 121RN
- SEIU Nurse Alliance of California
- SEIU members
- UCLA LOSH
- AOEC/OHIP
- NIOSH



Reflections & Thank you!

