Violence: A Necessary Evil?

Dr. Jenice Forde Baker M.D., FACEP
Assistant Emergency Department Director
Our Lady of Lourdes Medical Center
May 5th, 2015
Victims of Violence

“No physician, however conscientious or careful, can tell what day or hour he may not be the object of some undeserved attack, malicious accusation, blackmail or suit for damages . . .”

Assaults Upon Medical Men
JAMA. 1892;18:399-400.

Work Place Violence

Workplace violence (WPV) is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site

https://www.osha.gov/SLTC/workplaceviolence/
WPV and Healthcare

2/10,000 vs. 8/10,000

11,370

13% more than 2009

13-36/10,000 in 2013

WPV and Healthcare

[Image of a group of people]
Environmental risk factors

- Long wait times
- Unrestricted movement
- Overcrowding
- Understaffing

Nursing Shortage

"You're in a hospital, Nurse Hill. If you collapse from exhaustion, the emergency room is just down the hall."
Man takes his life in hospital’s emergency area

Environmental risk factors

- Inadequate security
- Inadequate policies, protocols
- Over Night Work
- Lack of training/education of staff
EDP

Patient risk factors

- Drug and alcohol use
- Previous history of violence
- Gang membership
- Access to firearms and other weapons
- Psychiatric illness
Physically violent behavior in dementia care

- 31.7% of residents showed PVB
- Male gender
- Antipsychotic treatment
- Decline in orientation
Nothing Changes, Nobody Cares:

Emergency Nurses Association

46 RN narratives

Three Violent Themes

Nothing Changes, Nobody Cares

Environmental- Culture of apathy

Personal-Injury, PTSD

Cue Recognition- Missed precursors to violence
Physician Burnout: It Just Keeps Getting Worse

Physician Burnout
Based on reports from Medicare, the Mayo Clinic, and other resources

Men VS Women
More female physicians reported being burned out than their male counterparts. This could be that we proudly see women in more of the Primary Care specialties

Top 5 Causes Of Burnout
- Feeling like a Cog in the Wheel
- Too Many Bureaucratic Duties
- Spending Too Many Hours at Work
- Present and Future Impact of the ACA
- Income Isn’t High Enough

The Research
A National Survey published in the Archives of Internal Medicine in 2012 reports that US physicians suffer more burnout than any other American Worker.

The Top 5 Specialties to Burn out
- Emergency Medicine: 52%
- Family Medicine: 45%
- Internal Medicine: 42%
- OB/GYN: 42%
- Critical Care: 50%

The Numbers
40% of US Physicians experience at least one symptom of burnout according to the Mayo Clinic.
Burnout

Depersonalization

Emotional Exhaustion

Sense of Low Personal Accomplishment

Burnout Correlates

Emotional Exhaustion

workload, constraining organizational culture, incivility conflicts/violence

Outpatient > Inpatient specialties

Suboptimal Medical Care
244

- Total Responses
- Date Created: Tuesday, March 10, 2015
- Complete Responses: 220

Q1: How often do you experience or witness violence in the Emergency Department? (Violence- verbal/physical threats or assault)
Q8: Please indicate whether you have personally experienced any of these types of workplace violence behaviors.

Q9: Have the police been called to your emergency department due to workplace violence?
Q10: If yes, what was the outcome?

Q3: What methods of workplace violence prevention/diffusion training are utilized at your hospital? Check all that apply.
Q5: Do you feel that workplace violence from patients and/or visitors is simply a “part of the job” in the ED?

Q13: How safe do you feel in your Emergency Department?
Q12: Do you know anyone who has pressed charges using the 2011 amended healthcare worker assault law?

Q11: In 2011, the NJ Legislature passed a healthcare law that changed assault of a healthcare provider from (please choose one of the answers below):
THE LAW
A-2309/S-911

- If the nurse or healthcare professional suffers bodily injury as a result of the assault, it will be classified as a third degree crime

- 3rd Degree Crime- three to five years, a fine up to $15,000, or both.

- 4th degree- not more than 18 months, a fine up to $10,000, or both

Violence Prevention in Health Care Facilities Act

Health Professionals and Allied Employees

Mandates to create programs to combat physical violence or credible threats of violence against employees.

Establish a violence prevention committee.
Violence Assessment Survey

- Violence in the Emergency Department - Tools and strategies to create a violence-free ED

- A score greater than 50 points indicates that your ED is at a significant risk for violence.

Engagement

- ED Nursing Director
- Security
- Administration
- Local Law Enforcement
- Safety Committee
High Yield Initiatives

- Visitor policy
- Zero tolerance policy
- 24hr security
- Broset checklist
- NJ-ACEP Support

Visible Visitor Policy

Maximum
2 visitors per patient
BROSET
Violence Recognition

1. Confused | Obviously confused and disoriented.
2. Irritable | Easily annoyed or angered.
3. Bolterous | Occasional loud or noisy
4. Physically threatening | Definite intent to physically threaten another person
5. Verbally threatening | Intent to intimidate or threaten
6. Attacking objects | Attack directed at an object, but not a person

Score 1-6, once per shift and PRN
An individual displaying two or more behaviors is likely to be violent in the next 24 hours.

Interpretation of Scoring

Score = 0 | The risk of violence is small.
Score = 1-2 | The risk of violence is moderate. Preventative measures should be taken.
Score > 2 | The risk of violence is very high. Preventative measures should be taken. In addition, a plan should be developed to manage the potential violence.

NJ-ACEP Support

You don't have to be a victim here.

Violence should not be part of the job. However, 80\% of emergency department staff experience violence daily or weekly. If you witness or experience workplace violence, report it. Know your rights, violence against any health care provider is aggravated assault and punishable by law.
Guidelines for Preventing workplace violence for Healthcare and Social Service Workers
Questions?

References


