

Background and Significance

Healthcare Professionals

- More than 50% have experienced workplace violence (WPV) injuries
- Type II assaults (patient to staff)

(Phillips, 2016)
(United States DOL, 2018)

Nurses

- 95% have experienced verbal or physical abuse
- Healing within pediatric ambulatory care

(Keller et al., 2018)
(Albalwei et al., 2021)

Triggers

- Long waits
- Poor staffing
- Caregiver stress
- Busy workflow
- Treatment expectations

(Paul, 2018)

Systems

- Underreporting, tolerance, lack of confidence, training
- Decreased wellbeing, clinical outcomes, care experience
- Unsafe work environments, low performance/retention

(Duan et al., 2019; Hester et al., 2016; OSHA, 2016; Phillips, 2016; Schwartz & Bjorklund, 2018; US DOL, 2018; US DOL, 2021; Van Den Bos et al., 2017)

Economy

- \$2.7 billion in 2016 → violence prevention and response
- Nurses and nursing assistants at increased risk for injuries resulting in missed workdays
- Rising workers compensation claims, healthcare waste

(OSHA, 2015; Van Den Bos et al., 2017)

Focus

- No universal training program or zero-tolerance signage
- WPV knowledge and confidence
- Staff perception of a culture of safety

(Almendrala, 2017; Blouin, 2017; Brous, 2018; Hester et al., 2016; Hoyle et al., 2018; IHI, 2021; NIOSH, 2020; Sharma et al., 2019; Workplace Violence Prevention for Health Care and Social Service Workers Act, 2020)

Methodology

Sample: RNs, APNs, LPNs, medical service assistants, physicians, and operational and front desk staff (n=50)

Pre-, post-, two-week post-intervention surveys in three NJ pediatric ambulatory care practices

Demographics, level of Type II WPV knowledge, level of confidence in coping with patient aggression

NIOSH knowledge assessment, Confidence in Coping with Patient Aggression Instrument

(Buterakos et al., 2020; Mishra et al., 2019; NIOSH, 2020; Thackrey, 1987)

Descriptive & inferential statistics (two-sample *t* test and Mann-Whitney U test)

Outcomes

Response

- Four staff completed pre- and post- surveys; none completed two-week post- survey
- Seven staff attended WPV prevention training

Results

- At least 50% have experienced verbal assaults
- Highest post-implementation score increase:
 - Categories of risk factors (25% → 100%)
- Signage posted in three pediatric and six adult practices
- One campaign email sent to pediatric sites

Discussion

- Need for defining WPV
- Training feedback: useful, need for organizational procedures, and environmental safety awareness

(Baby et al., 2019; Griffin et al., 2020)

Strengths

- Feasibility, technology, organizational leadership support
- Valid and reliable CCPAI

Limitations

- Small sample size, fixed time frame
- Simultaneous implementation of new EHR
- COVID-19 pandemic
- Lack of retention data, not matching pairs

Implications for Practice

Future Recommendations

- Large diverse sample, multimodal recruitment, training, and survey implementation
- Matching pre/post pairs
- Measuring knowledge and confidence retention

(Baby et al., 2019; Broyles et al., 2011; Griffin et al., 2020; Lawn et al., 2017)

Clinical Application

- Establishing WPV procedures & preparedness committees
- Focused interdisciplinary training on environmental safety
- Campaign expansion to support just culture focus, empower staff, and reduce WPV risk

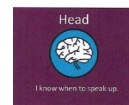
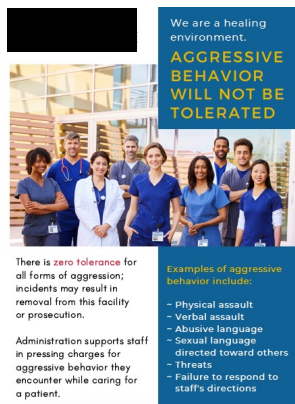
(Albalwei et al., 2021; Lamont & Brunero, 2018; Ming et al., 2019; Mohr et al., 2018; Wyatt, 2016)

QI Intervention

WPV Prevention Campaign

- Staff training: WPV identification, risk factors, patient-staff communication, relationship building, safety culture awareness

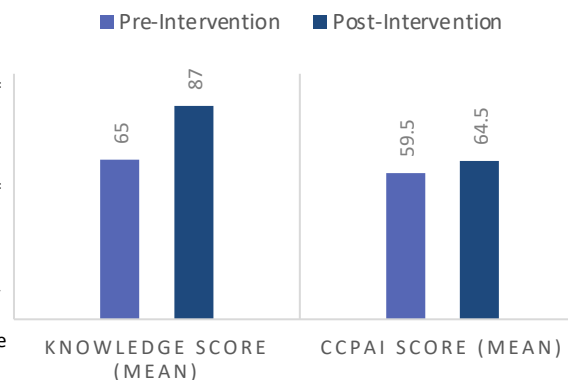
(IHI, 2021; NIOSH, 2020)



Pre-intervention scores ($M = 65\%$, $SD = 10$, $n = 4$)

Post-intervention scores ($M = 87\%$, $SD = 11.55$, $n = 3$)

Difference not significant, $U = 1$, $z = -1.58$, $p = .057$ (1 tail), with a large effect size $r = .65$



Pre-intervention scores ($M = 59.5$, $SD = 11.96$, $n = 4$)

Post-intervention scores ($M = 64.5$, $SD = 19.67$, $n = 4$)

Difference not significant, $t(4) = -0.52$, $p = .32$ (1 tail)

References

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