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Project title
Workplace harmony- Multi-disciplinary Program for anti-workplace violence

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Introduction
Workplace violence is hardly a new subject. However, it causes psychological impact to the related staff, breakdown the trust relationship between patient and health care providers, disturb clinical service and even endanger to other patients and staff. Workplace violence, including verbal abuse, physical assaults, and threats of assault, directed towards persons at work has been recognized as a major problem. During 2014, 41 cases of Injuries On Duty (IOD) related to workplace violence occurred in United Christian Hospital, respectively 19 cases occurred in psychiatric department and 12 occurred in medical & geriatrics department (KEC OSH, 2014). The upsetting but the basic fact is that violence occurs anywhere in the health care system, not just psychiatric units. Structured and systemic training on workplace violence in general clinical setting is generally inadequate. Therefore, an Anti-Violence Team (AV Team) was established to launch a multi-disciplinary program, in order to prevent and eliminate workplace violence in United Christian Hospital, in turn to provide a safe, and harmonious working environment for patient and staff.

Objectives
The objectives if the program were to : 1. To heighten the awareness of staff on the risks of workplace violence. 2. To enhance staff’s competency on managing workplace violence 3. To familiarize staff with HA By-Law and prosecution procedures 4. To equip with practical skills of breakaway techniques 5. To launch multi-disciplinary program on workplace violence. 6. To establish better liaison between multi-disciplines, such as clinical working and security staff

Methodology
AV Team are responsible for staff training regarding workplace violence in medical ward, promotion of working safety through incidents sharing, conducting survey and organizing anti-workplace violence training for staff. The AV Team achieved a gold award on the OSH Improvement Program of 2013 in United Christian Hospital. In September of 2014, AV Team launched a program with multi-disciplinary parties, namely security department and hospital OSH team. It was organized for all staff in United Christian Hospital. The contents of program involved video presentation of workplace violence scenarios, introduction and use of “Flow chart on handling workplace violence”, and theoretical sharing of de-escalation technique, handling verbal violence and post-assault management. Participants were invited to re-demonstrate breakaway techniques. Legal prosecution procedures and post-incident sharing were shared by security department and hospital OSH Team colleagues.

Result
A pretest-posttest and questionnaire were distributed to participants at the end of the program, in order to examine the effectiveness of the program. The results showed significant improvement in participants’ knowledge towards workplace violence. 80% of the participants were satisfied with the program. Most of them agreed that the workshop was practical for use in the workplace and 64% of participants agreed that the program improved their skill in handling high risk violence incident. Participants also reported that they were more familiarized with HA By-law and proper prosecution procedure to deal with verbal violence.
Workplace violence is a serious safety and health care issue. Health care providers and even patients are prone to be a victim of workplace violence. With the implementation of the program, staff gained awareness and were more confident to tackle with workplace violence. Our ultimate aim was providing staff a safe and more harmonious work environment, and in turn enhancing the overall efficiency and quality of clinical services in United Christian Hospital. Reference: KEC OSH Team (2014). UCH Departments IOD Data Updates 2014.