A multidisciplinary CQI program “CQIIOD1314” for enhancing staff Competency on Handling of Workplace Violence in Accident & Emergency Department (AED) of TMH

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Introduction
Nowadays, Workplace Violence (WV) seems to become more concern by staff through the promotion of “Declaration from the Chief Executive of Hospital Authority in position statement on Workplace Violence” and the setting up of workplace Violence taskforce group or subcommittee in several hospitals and departments. In view of the high concern on the staff safety issue, a CQI program on enhancing staff competency on handling Workplace Violence cases in AED TMH was carried out from Jan 2014 with Cluster Occupational Safety & Health Team to promote workplace safety in AED of TMH.

Objectives
The objectives are: 1. Enhancing staff understanding and compliance on the WV contingency plan 2. Enhancing the reporting & prosecution mechanism on workplace violence 3. Reporting the overall IOD reduction rate by >10%

Methodology
On review of the cases from JAN to DEC 2013 to compare with the same period in 2014, a series of intervention was introduced. In order to enhance staff skill on handling workplace violence situation, a series of promotion program were carried out through the interventions of promotion of awareness by slogan competition, Workplace Violence Drill, training session on management of workplace violence and poster to staff and public on awareness of the workplace violence.
Result
According to the statistic of IOD, Workplace Violence cases reported 9 in 2013 whereas there were 8 cases in the said period of 2014. The number of IOD cases per 100 full-time equivalents (FTE) was 5.1 & 3.9 in 2013 & 2014 respectively. The overall IOD reduction was 30.8% in 2014 when compared to 2013. On conclusion, promoting the staff awareness, providing some training and practical drill were all that could be effectively reported on the Workplace Violence case as majority (90%) of the staff was not familiar with the reporting & prosecution mechanism on workplace violence before the intervention. In order to promote a better and safer working environment in AED/TMH, the project of CQI on enhancing staff on handling the workplace violence was very effective in reporting the Workplace Violence related IOD cases and attained the IOD reduction obviously.