



Service Priorities and Programmes
Electronic Presentations

Convention ID: 641

Submitting author: Mr Kelvin YAU

Post title: Other(Please specify):, UCH, KEC

Workplace Violence Management -Building a Safety Culture with Staff Engagement

Chan Y(1), Yau WK (1), SIN YC(1)

(1)Occupational Safety and Health Team, Kowloon East Cluster (KEC)

Keywords:

Workplace Violence Management

Introduction

Health Care Workers are easily exposed themselves to workplace violence (WV), including verbal abuses, threatening behaviors or even any types of physical assaults from patients, relatives and visitors. An increasing trend of WV cases was observed in 2016. KEC commits to provide a safe and healthy working environment to our staff. A focus group was formed with support from cluster management, through engagement of colleagues to review existing systems of managing workplace violence, to participate in designing and implementing improvement measures, with a view to building a safety culture.

Objectives

(1) To engage key stakeholders and colleagues to collect feedbacks, and to propose and implement improvement measures; (2) To reduce WV cases; and (3) To promote and build a safety culture

Methodology

Representatives from high-risks departments, such as AED, Psy, M&G, and Security, subject officers of WV and OSH coordinators in cluster hospitals were invited to form a focus group in late 2016. WV incidents were analyzed and comments were collected. In order to have broadened views from colleagues, a WV survey was designed by the focus group and was conducted in early 2017. About 600 questionnaires were returned with various comments on the existing management of WV and on the proposed measures for further improvement. Based on the feedbacks collected, a series of activities including issuance of practical tips on handling of WV, roadshow with small gifts for encouraging colleagues' participations and arousing their awareness, and talks on enhancing communication skills, case sharing on handling violent cases, introducing psychological support to staff after WV, and sharing on legislation and prosecution on WV cases was conducted in late 2017.

Result

Forming working group with key stakeholders and conducting survey engaged colleagues in tapping their invaluable feedback and suggestions. Owing to the

summer surge, the proposed improvement initiatives were postponed to be implemented in late 2017. Average monthly WV injury-on-duty (IOD) rate was decreased by 16%, from monthly average of 0.043 in Jan – Oct 2017 to 0.036 in Nov 2017 to Jan 2018. The overall IOD rate also decreased from 4% in 2016 to 3.87% in 2017. The initiatives and other targeted improvement measures facilitated the building of safety culture in KEC.