



**Service Priorities and Programmes**  
**Electronic Presentations**

**Convention ID:** 727

**Submitting author:** Mr Ka Hong, Kevin CHAN

**Post title:** Assistant Hospital Manager, Pok Oi Hospital, NTWC

**An Integrated Approach for Reducing Workplace Violence Incidents in Pok Oi Hospital**

*FU CP(1), CHAN KH(2), CHUNG SM(2), WONG HY(3), AU YEUNG KH(3), LI ML(3), CHEUNG PY(1), CHAN CC(4), LEUNG YY(4)*

*(1)Administrative Services Department, (2)Facility Management Unit, (3)Supporting Services Unit, (4)Accident & Emergency Department*

**Keywords:**

WV Prevention

**Introduction**

Workplace Violence (WV) has been a challenge to safety, physical and psychological well-being of healthcare workers throughout the industry. In view of the negative consequence of WV, an integrated approach was adopted in 2012 to evaluate and to reduce the WV incidents in Pok Oi Hospital (POH). Accident & Emergency Department (AED) is always a hard hit location by WV. A series of preventive strategies was delivered for reducing and eliminating WV incidents in the department and in turn to provide a safe, secure and harmonious working environment for staff.

**Objectives**

To enhance staff's competency on managing WV; To familiarize staff with HA By-Law and recommended prosecution procedures; To establish better liaison between multi-disciplines, such as clinical and security staff for WV prevention; To provide a safe working environment for staff, especially AED.

**Methodology**

Administrative Services Department (ASD) performed analysis on WV cases from 2011 to 2013; Improvement measures, both hardware and software, are identified. -Hardware improvement Security control of AED Padded Room was enhanced by installing additional CCTV system; Panic alarms to send "help" signal for rescue; Redesigning padded room with emergency exit for providing escape route; Security control of Emergency Medical Ward (EMW) was enhanced by installing CCTV, soft pad at corner and visual polycarbonate panel in Disturbed Patient Areas; Emergency exit in Consultation Rooms was installed; Enclosing open counters of Main Enquiry and Admission Office for preventing WV. -Software improvement Holding inter-departmental training on WV in POH AED, frontline staff could understand protective strategies and physical restraint device in AED; Organizing advanced training on WV prevention by POH Occupational Safety & Health Committee (OSHC); Production training video for enhancing skills of physical restraint of patients with high WV risks; Organizing WV seminars by Cluster OSHC; Elaborating the HA Safety Manual on WV to Department Safety Officers on WV guidelines and prosecution workflow; Posting HA By-Law notices and warning posters of WV in prominent areas;

Posting 24-hour security guards in AED and EMW for immediate support.

**Result**

The figures of WV incidents per 100 staff and per 1000 bed days occupied in 2012 and 2013 were decreased by 10% and 9% respectively; For AED, the number of incidents in 2013 was significantly decreased by 37% when comparing with 2012; Awareness and handling skills of staff in relation to WV were enhanced. With the collaboration of Administrative Services Department and clinical departments especially AED and wards, staff knowledge on personal protection strategies on handling WV was enhanced and the likelihood of occurrence of WV incidents was significantly reduced. With the implementation of the integrated prevention strategies on WV, staff could enjoy a safe and more harmonious working environment and in turn enhancing the overall efficiency and quality of clinical services in POH.