Demographics

* Out of 700 employees, 258 responded to the survey which is a response rate of 37%
* The Emergency Department and OP clinic had the highest number of responses followed by Medical/Surgical and Technical Services
* 77% of respondents work on day shift
* 22% of respondents were RNs; 17% Receptionist, Clerical, Admin Assistant and 8% each of the following Manager, Supervisor; Technician, Technologist and Certified Nursing Assistant, Medical Assistant, Health Aide, Orderly.
* 2/3 of the WPV respondents have been employed at ABC Medical Center between 1-5 years or over 10 years; a 1/3 have been employed between 5-10 years or less than 1 year
* A majority of staff responded that ‘Workplace Violence’ means physical or verbal aggression in the workplace

**Staff’s overall experience of violence at the facility**

* 32.5% of respondents thought that WPV had increased during the time they have worked at the facility
* 34.5% of respondents thought the incidence of violence had not changed and 30% didn’t know however, these respondents are mainly from support service depts. and had been employed for less than 5 years.
* A majority of respondents from the ED, ICU, Home Health, Medical Surgical, the OP clinic and Technical Services thought that violence had increased
* 35% of ABC Medical Center staff has been directly involved in WPV in the last year.
  + 70% of these staff members are direct care staff.
  + 88% of WPV incidents experienced in the last year were verbal assaults.
  + 66% were emotional assault e.g. bullying
  + 43% were physical assaults.
* Respondents thought the following were the primary risk factors for violence at the facility:
  + Drugs and Alcohol and Mental illness
  + Organizational - Design of Health Care Services issues such as financial/billing issues, communications, long wait times
  + Organizational - Work Practices/Policy, shift work, training related issues, communication
  + Organizational - Specific theme: Security - lack of
* Out of the violent offenders, 50% are patients while the other 50% are visitors/family/employee.
* 29% of respondents indicated that they see or experience violence at work weekly or monthly.

**Policy and Procedures**

* Approximately half of the respondents feel management communicated information about WPV prevention efforts to them.
* 64% of respondents are aware of physical controls and safety measures, policy and procedures implemented to protect them.

**Training**

* 50% of the respondents said they participated in WPV training, but the majority felt that the training was inadequate.
* Of those who said they have not attended training, 59% stated they should receive violence prevention training

**Incident Response**

* Only 92 staff answered these questions. 77% of respondents stated they know what to do when you witness or are involved in a work place violence incident and that assistance would be provided when requested; 8% said they would not know what to do and 15% said they were unsure
* **Reporting**
* The primary reasons that would impact whether staff will report work place violence incidents or not are
  + 53% said the severity of the incident
  + 46% said whether someone else reported the incident
  + 31% the condition of the patient
  + 28% fear of retaliation

**Response post incident**

* For respondents who indicated that they have experienced and reported a violent incident, assault, or threatening behavior at work only 40% were offered debriefing and ongoing support (e.g. lack of access/utilization of employee assistance/support) and that corrective action was taken to prevent a similar incident.

**Staff Role in Prevention**

* When asked how they could contribute to decreasing the risk of violence in the workplace the main themes denied from respondents were
  + communicating and listening
  + teamwork - training – documentation
  + Be aware and alert
  + More education.
  + Encourage reporting so there is a documentation trail
  + Many staff members requested security.

**Additional questions for Home Health Employees:** A majority of Home Health staff that responded were aware of the requirements of ORS 654.421 related to home health