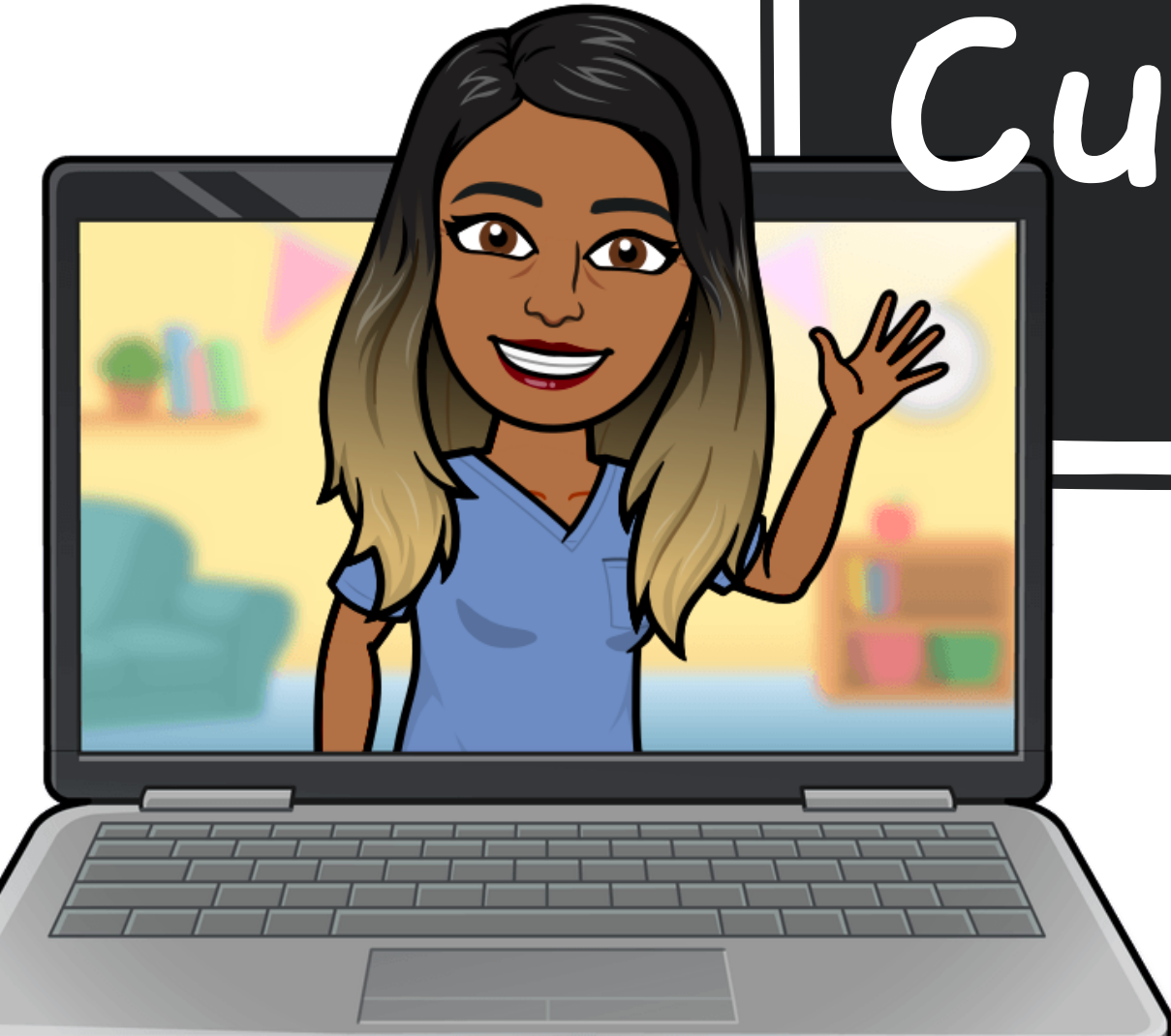
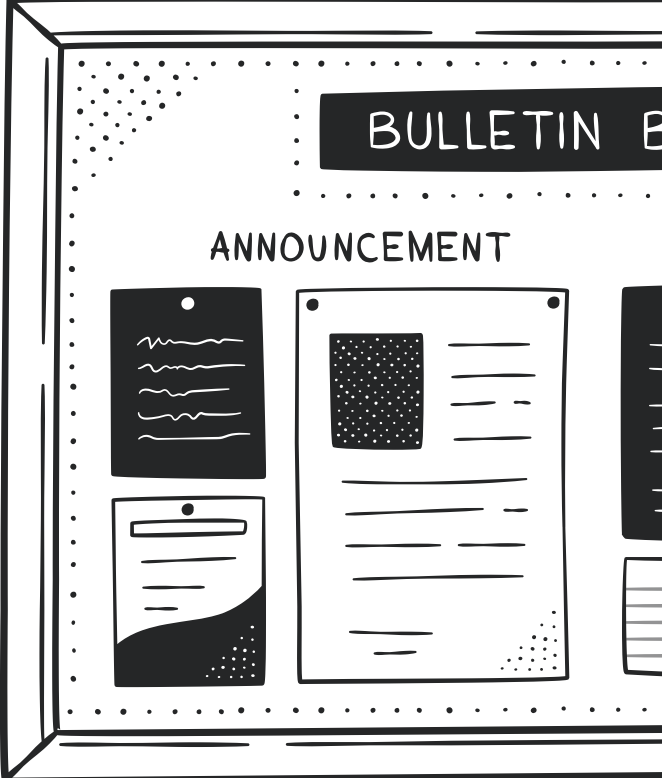


Cortex Gold Presents

Creating a Culture of Safety



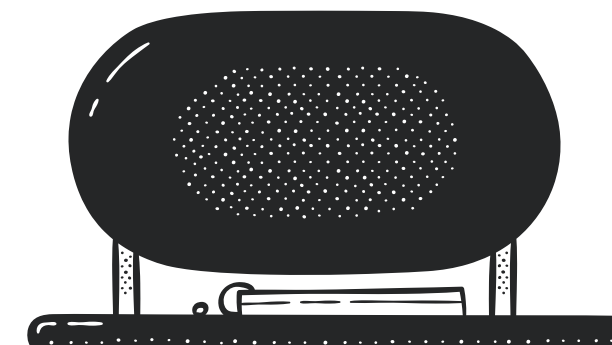
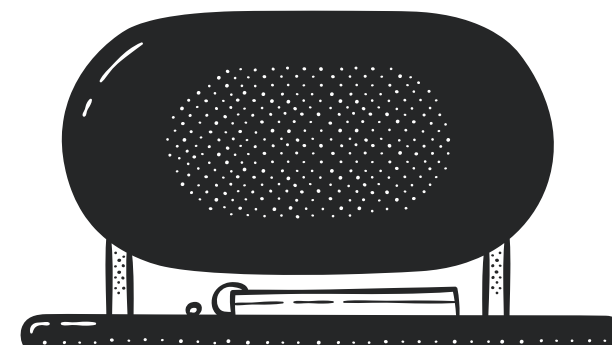
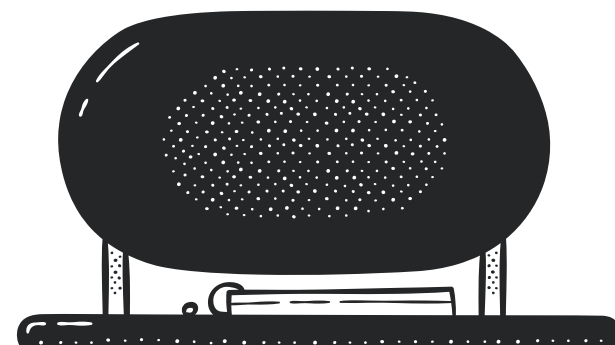
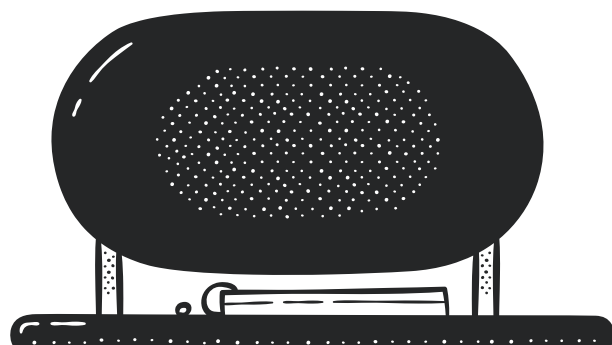
Cortex Gold Lecture Series
Presenter: Mel Cortez RN, BSN





Disclosures

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- The CT Center for Nursing Workforce, Inc. is approved as a provider of nursing continuing professional development by Connecticut Nurses' Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.
- The speaker has no conflict of interest for the content of this program, nor a financial relationship with any commercial interest pertinent to the content of this educational activity.
- The authors, reviewers, and nurse planners for this education program report no conflict of interest or relevant financial relationships.





Today's Agenda

- What is a Culture of Safety
- Define Workplace Violence (WPV)
- How to Assess WPV
- How to Counterbalance

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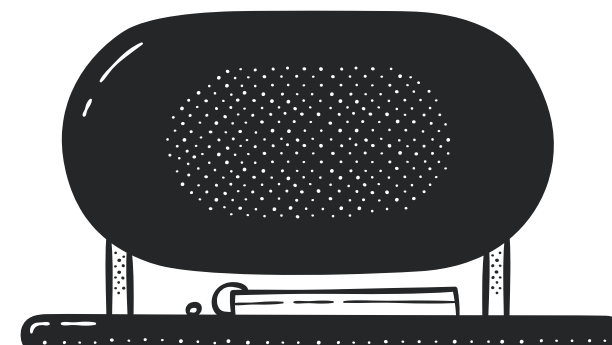
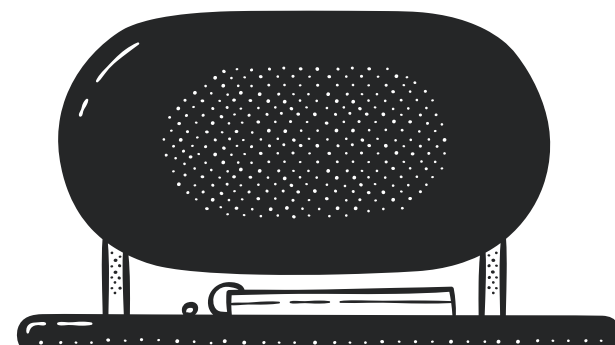


What is a Culture of Safety?

Joint Commission Standard LD.03.01.01 Leaders create and maintain a culture of safety and quality throughout the (organization).

A4. Leaders develop a code of conduct that defines acceptable behavior and behaviors that undermine a culture of safety.

<https://www.nursingworld.org/practice-policy/advocacy/state/workplace-violence2/>



Let's Brainstorm!

In regards to WPV, what does a Culture of Safety mean to you?

If your are journaling;

1. What does culture mean to me?
2. What does safety mean to me?
3. How to I exhibit these beliefs daily on my unit?



Creating Culture Change

- ✓ Make it known that you are NOT ok with this behavior, even if the employee dismisses it.
- ✓ Stop Awfulizing! Do not dismiss their experience in effort to sympathize, try not tell a story from your experience unless solution based.
- ✓ Create a friction-free reporting system. Assist with incident reporting, create a huddle sheet, or work with an expert.
- ✓ Train, train, train. Practice violence in the clinical setting with skills check off, drill for potential violent patient, teach distancing and a team approach.





What is Workplace Violence?

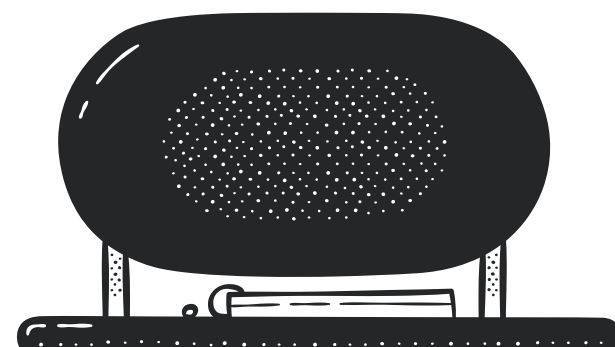
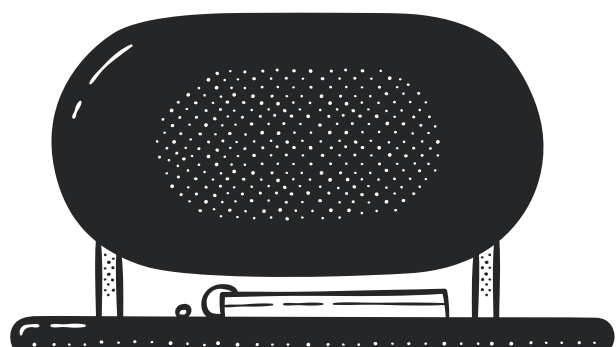
An act or threat occurring at the workplace that can include any of the following; verbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; harassment; physical assaults or other behaviors of concern involving staff, licensed practitioners, patients, visitors or others on -site or off-site when related to the healthcare facility.

Source: IAHS <https://online.fliphtml5.com/xtxix/hpxo/>



Types of WPV

- Type I: Involves “criminal intent.”
- Type II: Involves a customer, client, or patient.
- Type III: Violence involves a “worker-on-worker” relationship and includes “employees who attack or threaten another employee.”
- Type IV: Violence involves personal relationships. It includes “individuals who have interpersonal relationships with the intended target but no relationship to the business”
 - (Iowa Prevention Research Center, 2001; NIOSH, 2006, 2013).





Classes of WPV

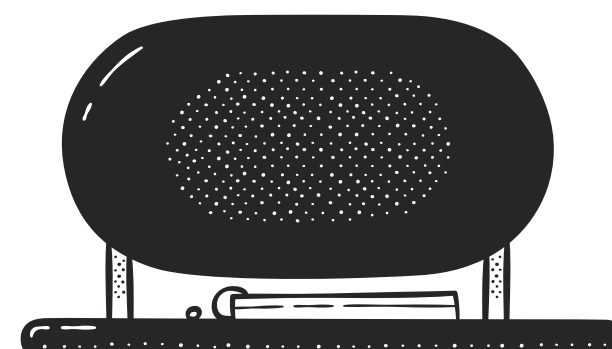
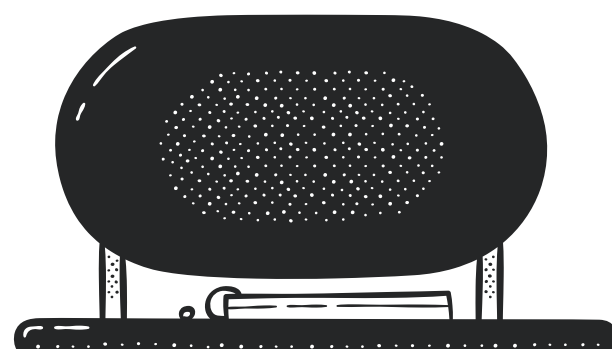
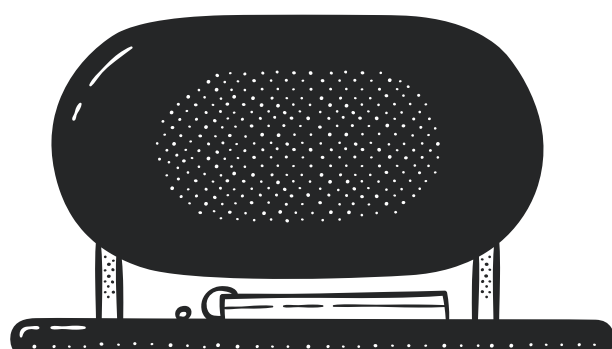
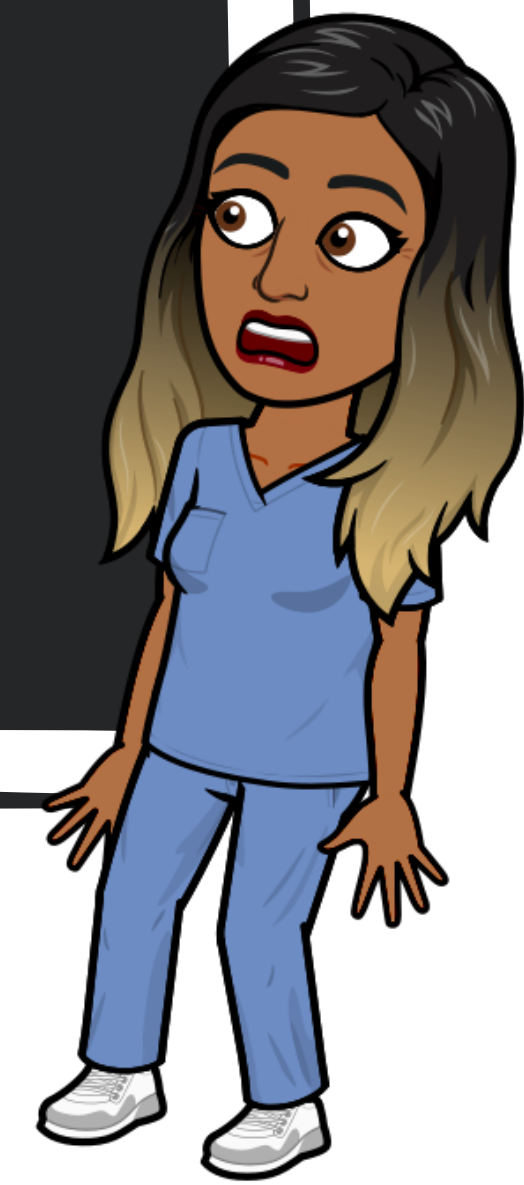


Passive

- Arguing, belligerence, insulting, lack of cooperation
- Eye rolling
- Anything that is not physical

Active

- Assaults
- Spitting
- throwing objects
- Blocking entry/exits
- Biting





The GOLD Method

- ✓ Gauge - Assess, Awareness - SAFETY FIRST
- ✓ Organize - Determine the goal, collect items and people to achieve it
- ✓ Lead - Assist the team and client towards a coordinated goal, one goal at time
- ✓ Debrief - Friction-free reporting, data accumulation, new baseline, SUPPORT THE EMPLOYEES INVOLVED, follow up



Let's Try!

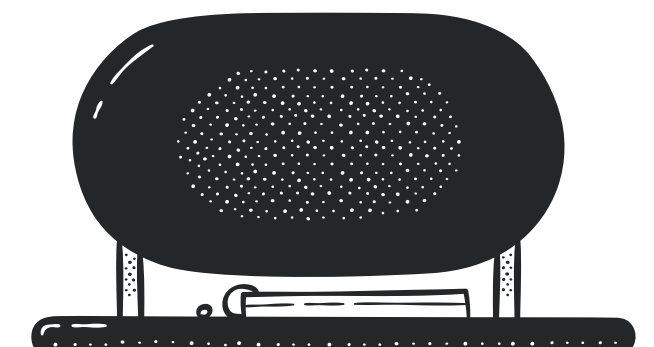
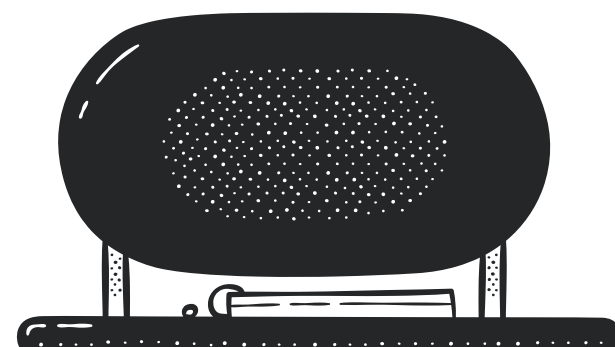
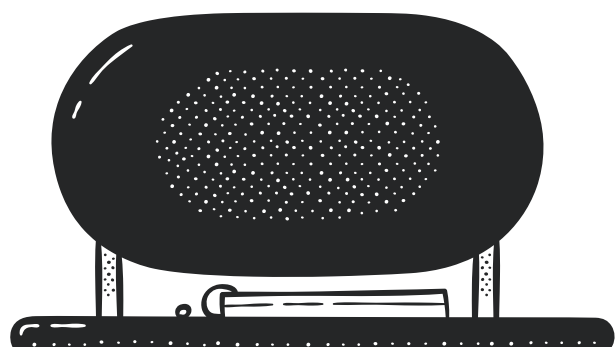
You enter a patient room as part of your rounding process and find the patient under a blanket with their head covered. You introduce yourself and state your purpose, the patient shifts around in bed, but does not uncover their head.

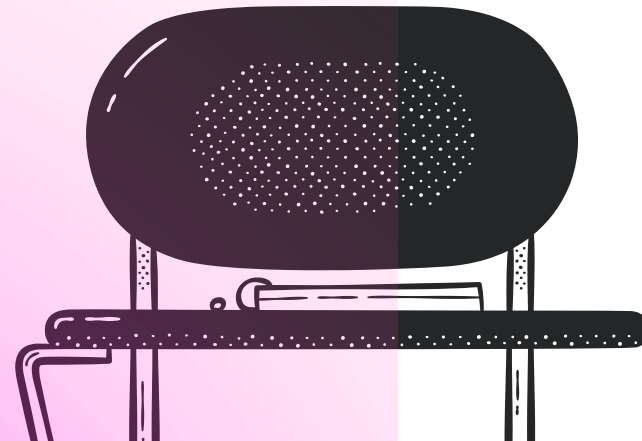
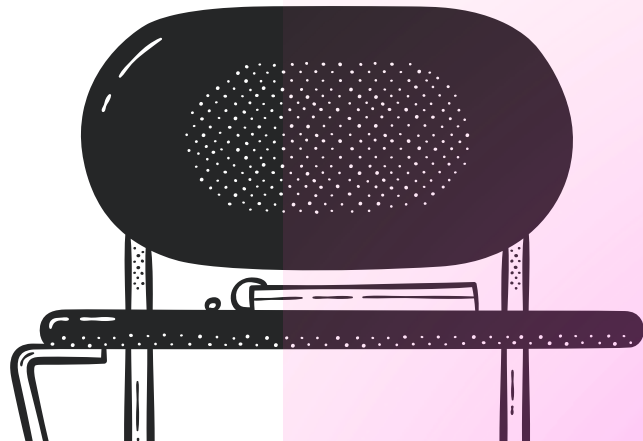
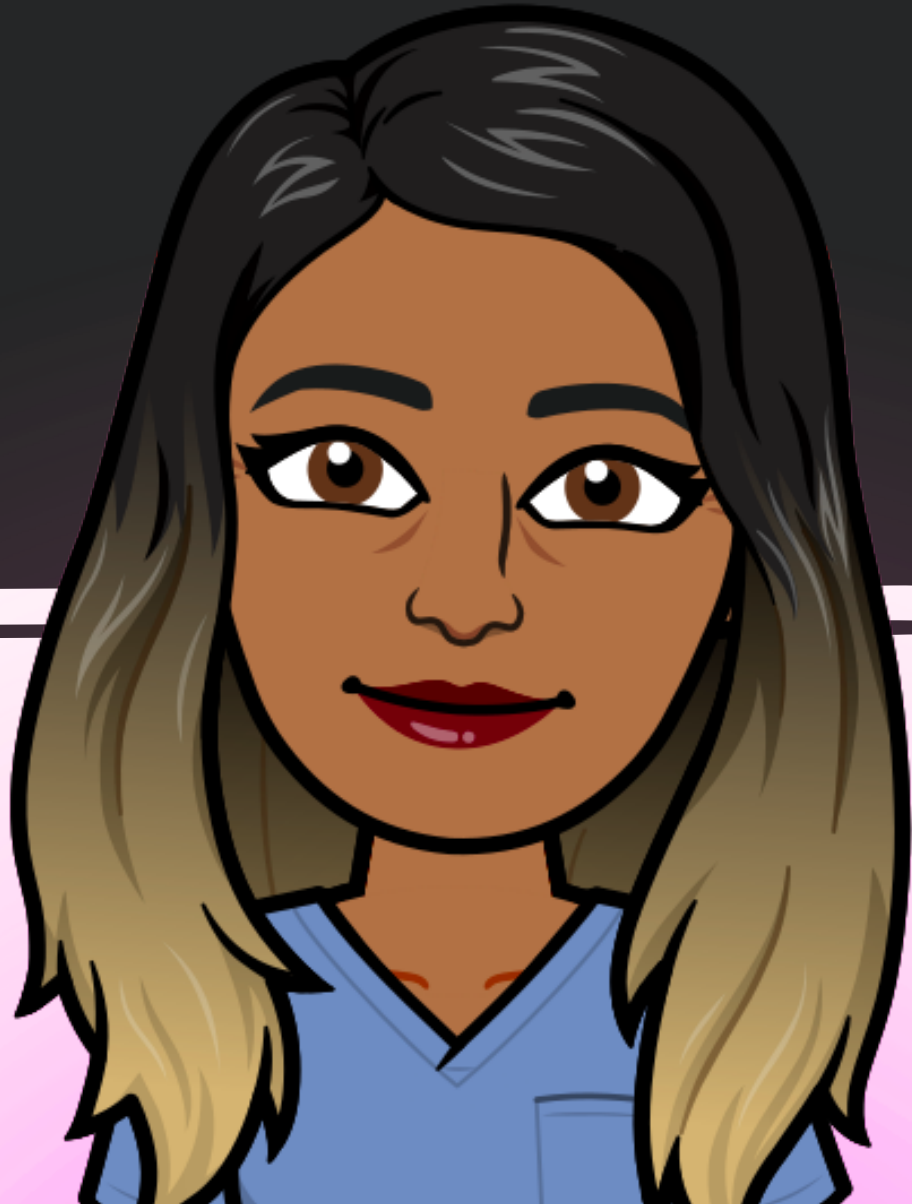
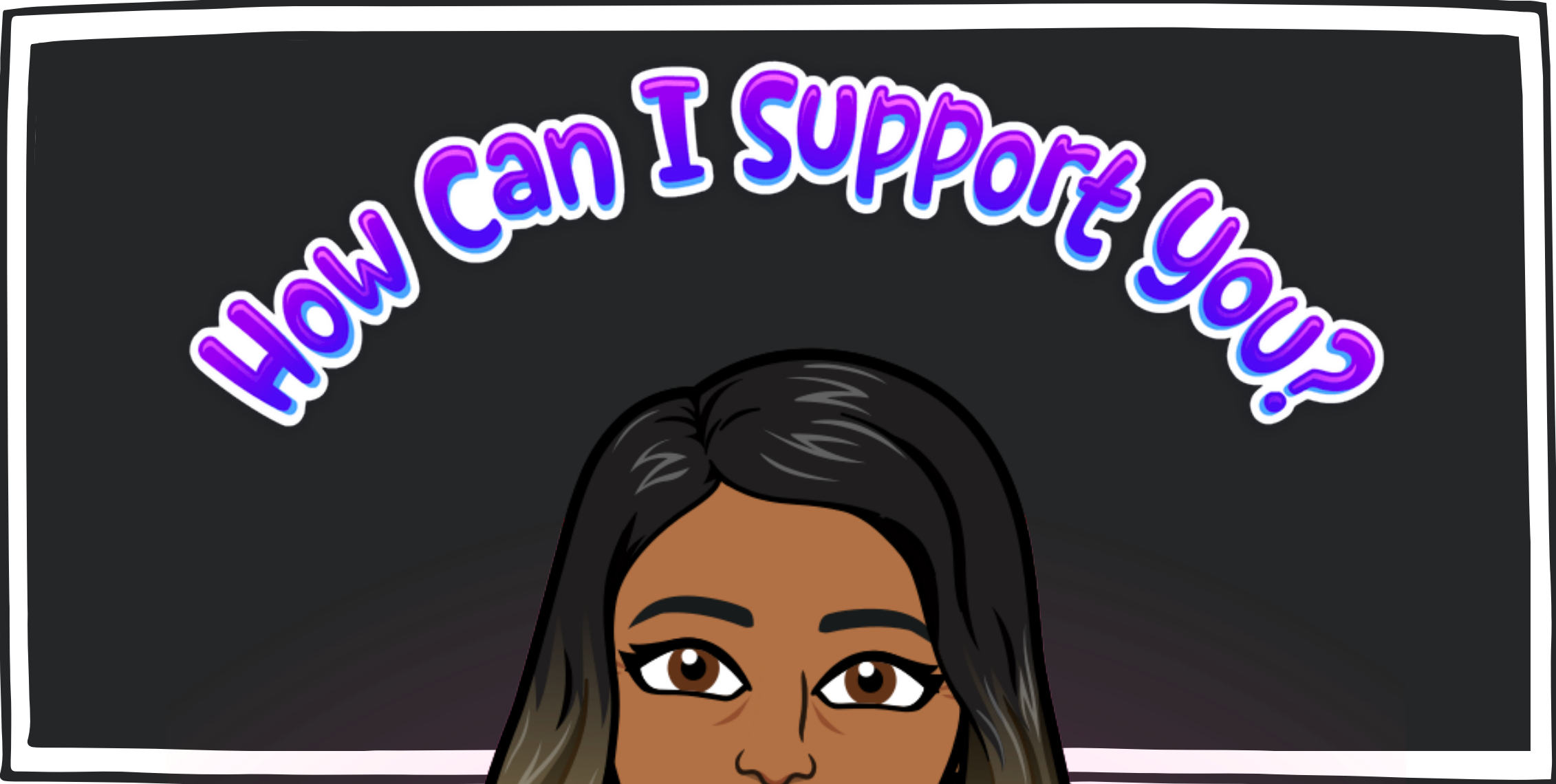
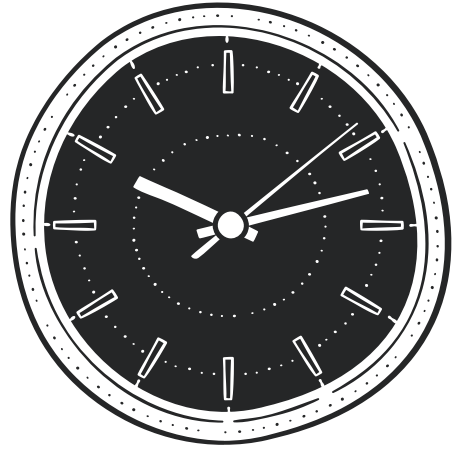
What is your next course of action?

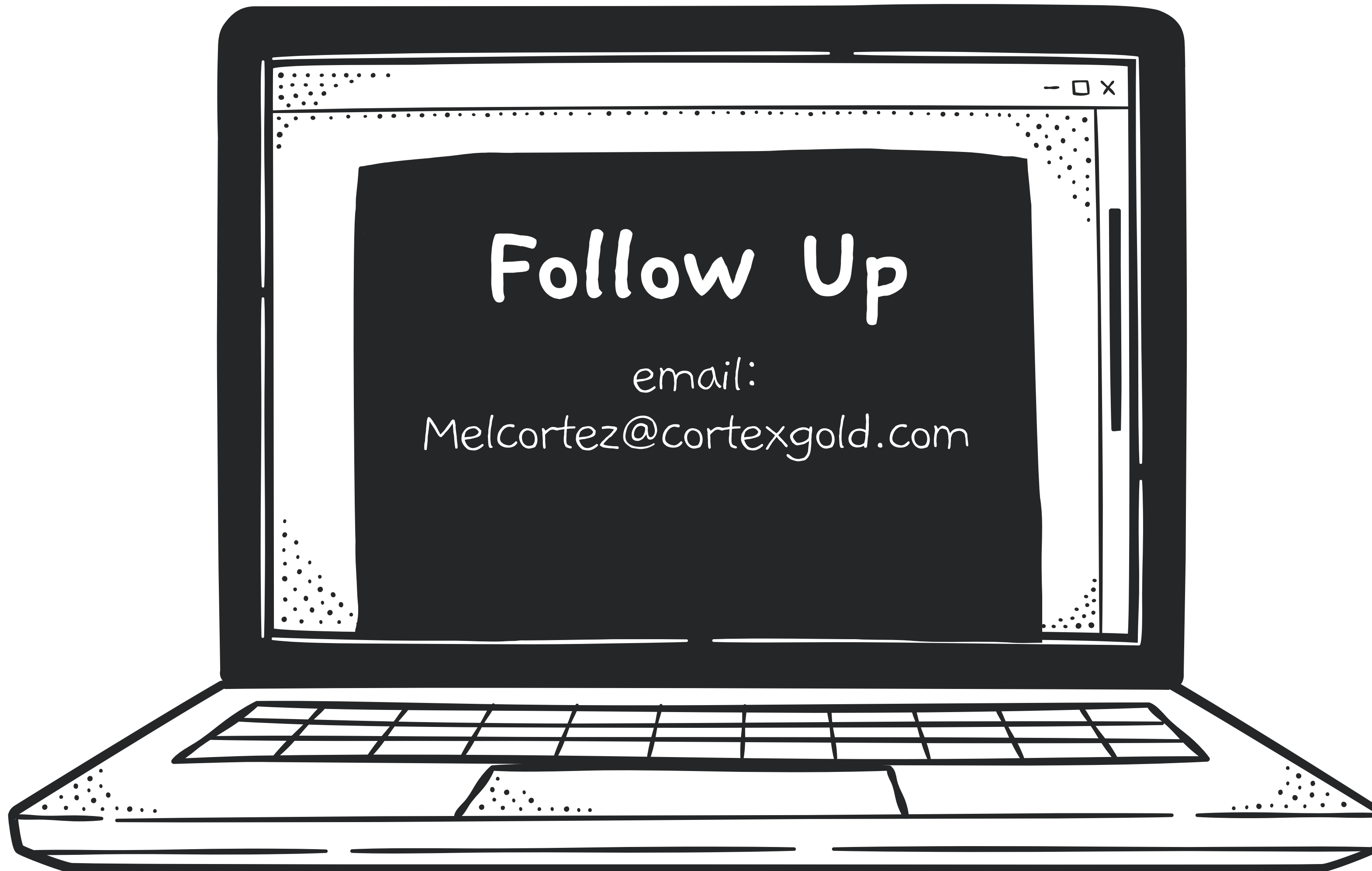


Violence Mitigation *(a crash course)* Counter Balance

- Establish a safe working distance. Know your next steps.
- Use the element of CALM to your advantage. Make sure your energy level is less than theirs.
- DO NOT BEGIN WITH A DIRECT/ASSERTIVE APPROACH - We aren't good at it, let's stick to our strengths - Tactical Empathy
- Tactical Empathy Basics - Lower cognitive thinking to match fight or flight, using HOW's, and "It seems"







Follow Up

email:

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Resource Page

ANA Position Page

<https://www.nursingworld.org/practice-policy/advocacy/state/workplace-violence2/>

Pres Ganey Survey

<https://www.pressganey.com/about-us/news/average-two-nurses-are-assaulted-every-hour-new-press-ganey-analysis-finds>

Cortex Gold Website

<https://www.cortexgold.com/>

IAHSS Survey Results

<https://www.campussafetymagazine.com/hospital/iahss-2021-healthcare-crime-survey-results/slideshow/1/>