True North Employee Safety:
Prevention of Resident Handling Injuries and Workplace Violence Incidents

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Recordable* Injury Rates
True North Goal = 0

*Cal OSHA recordable injuries are those that result in lost/restricted work time and/or medical treatment.
Resident Handling Injuries

Cal OSHA recordable injuries are those that result in lost/restricted work time and/or medical treatment.
## Resident Handling Injury Prevention Kaizen - April 2018

<table>
<thead>
<tr>
<th>Root Cause</th>
<th>Countermeasure</th>
<th>Expected Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff not available to help with 2-person assist.</td>
<td>Create standard work for a Buddy System</td>
<td>Functional buddy system ensuring that repositioning and transferring are never done alone when 2-person assist is needed.</td>
</tr>
<tr>
<td>Equipment not always working properly when needed for resident handling task.</td>
<td>Create a system for neighborhood to track work orders.</td>
<td>Equipment will be repaired or replaced in a timely fashion so that functioning equipment is always available for resident handling tasks.</td>
</tr>
<tr>
<td>Staff are using unsafe techniques and awkward body postures while transferring and repositioning residents.</td>
<td>Have regularly scheduled staff training on ergonomic methods to transfer or reposition residents and create competency checklist for pivot transfers</td>
<td>Staff will consider body mechanics prior to each repositioning or transfer task.</td>
</tr>
<tr>
<td>Difficult to transfer and reposition heavy residents even when proper body mechanics used.</td>
<td>Pilot use of tubular slide sheets for bed repositioning and bed to gurney transfers of residents requiring 2-person assist.</td>
<td>Decrease in amount of force exerted by staff during these tasks resulting in decreased likelihood of injury.</td>
</tr>
</tbody>
</table>
Still Work To Be Done

There were 46 RH incidents reported in the first half of FY 18-19, with 28 recordable, so we predict a continuation of the steady, upward trend.

TO DO:

- Written policy and procedure
  - Compliance with standard for acute hospitals

- More assistive equipment
  - Sit to Stand lift for each household

- Improvements to buddy system
  - Value stream workshop
Workplace Violence Injuries

Most frequently reported non-recordable injuries at Laguna Honda
Workplace Violence Injuries at Laguna Honda

Cal OSHA recordable injuries are those that result in lost/restricted work time and/or medical treatment.
Workplace Violence in Health Care - National Data

Violent Injuries Resulting in Days Away from Work, by Industry, 2002–2013

Cases per 10,000 full-time employees

Year


Feedback from Employees in October 2014

- Zero Tolerance does not exist
- Reporting does not help
- Resident population is changing
- Need disciplinary action and ability to discharge
- Need better admission screening
# 2015 Survey of Employees

<table>
<thead>
<tr>
<th></th>
<th>Number of Respondents</th>
<th>% of Respondents</th>
<th>% of Total 1678 Facility Occupants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answered Survey</td>
<td>272</td>
<td>100</td>
<td>16</td>
</tr>
<tr>
<td>Reported Physical Attack</td>
<td>46</td>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>Reported Verbal Attack</td>
<td>90</td>
<td>33</td>
<td>5</td>
</tr>
<tr>
<td>Reported Both Physical and Verbal</td>
<td>32</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>Attack</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Survey Feedback Used to Develop Workplace Violence Prevention Program in March 2016

- More staffing/buddy system
- Keep distance
- Take more time
- Medication management
- Encourage asking for help rather than intimidate when staff report
- Don’t admit violent patients
- Be familiar with resident behavior
- Nearby staff (SFSD) could help
Cal OSHA Standard – Final Rule Published Dec 2016

Effective April 2017
- Incident Log
- Reporting to Cal OSHA

Effective April 2018
- Written Plan
- Training
WV Injury Log

April – Dec 2017
• 53 incidents

2018
• 46 incidents
WV Incidents Reported to Cal OSHA (Total = 59 in 18 months)
Training

Basic introduction to workplace violence and our program for all building occupants

Live 6-hour CPI Non-Violent Crisis Intervention for all staff with resident care responsibilities

Live 2-hour training in basics of CPI concepts for employees working in resident care areas or with a high degree of resident contact
# 2018 WV Survey of Employees

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<th>Number of Respondents</th>
<th>% of Respondents</th>
<th>% of Total 1790 Facility Occupants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answered Survey</td>
<td>437</td>
<td>100</td>
<td>24</td>
</tr>
<tr>
<td>Reported Physical Attack</td>
<td>83</td>
<td>19</td>
<td>5</td>
</tr>
<tr>
<td>Reported Verbal Attack</td>
<td>138</td>
<td>32</td>
<td>8</td>
</tr>
<tr>
<td>Reported Both Physical and Verbal Attack</td>
<td>55</td>
<td>13</td>
<td>3</td>
</tr>
</tbody>
</table>
Percentages of Respondents Reporting Attacks in Prior 24 Months in 2015 and 2018

- Physically Attacked: 16% (2015), 19% (2018)
- Verbally Attacked: 33% (2015), 32% (2018)
- Attacked Both Verbally and Physically: 11% (2015), 13% (2018)
Similar ongoing challenges in the prevention of both incidents of workplace violence and resident handling injuries:

- Workplace culture
- Environmental factors
- Changing resident population