



workplace aggression and violence education



Healthscope

Healthscope - *Who We Are*

- ***Healthscope Limited is a Public Company listed on the Australian Stock Exchange, which manages medical, surgical, obstetrics', rehabilitation, psychiatric hospitals, community programs, and pathology services.***
 - **The diversity in the model of these services for Healthscope personnel ranges from large well supported facilities to an individual providing an Outreach service or supported service in the community.**
- ***Healthscope employs approximately 20,000 employee's across Australia.***
- ***46 Hospitals in total***





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Development of WAVE

- Risk Profile of OVA within Healthscope
 - *The emerging trend in the Healthcare Industry is the increasing incidence of Occupational Aggression & Violence, with the healthcare workers who are involved in the direct care delivery and those who are in frequent contact with the public.*
 - *Healthscope identified that the consequence of these incidences have potentially significant implications to the organisation, including the impact on the workforce, legal and financial consequence and is not conducive for a learning organisation.*
 - *Several internal safety audits were undertaken to identify the potential of exposure within Healthscope environments*
 - *Psychiatric Facilities survey conducted by Professor Peter Dougherty*
 - *Hospital Facilities inspected by either the VWA Inspectorate or the nominated OHS coordinator using the VWA Occupational Violence audit tool*
 - *Conducted a review of reported incidences for a target time frame*



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The Project

- **The key components to Healthscope's commitment to OVA include:**
 - A collaborative Risk Management approach
 - Corporate Policy, Procedure and Practice Development
 - Facility Environment Assessment
 - WAVE
 - Modulated units with accreditation from the National Training Authority.
 - All Healthscope WAVE trainers hold a Cert IV in (Workplace Training & Assessment)
 - Mandatory competency assessment



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Progress to Date

- **There are a total of 56 accredited WAVE trainers across Australia; facilities either have an accredited WAVE trainer or access to.**

Program implementation commenced in February 2006, with the resources of a Trainers Toolkit.

All trainers are using a combination of resources that will assist them to deliver a program specific to the individual requirements of the facility.

- WAVE Trainers Manual
- Module 1 – Responding Effectively to Difficult and Challenging Behaviors
- Module 2 – Basic Breakaway Techniques
- Module 3 – Dementia, Delusion & Delirium
- Self directed learning package
- Supporting DVD/VCR footage
- Competency & Evaluation Tools
- Promotional Material



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Next Step

- **Monitoring of the Mandatory Training KPI**
 - Healthscope Board have set a KPI of; all employee's must have completed implementation programs by 30th June 2007
- **Further program development, evaluation & review**
- **WAVE Trainers - strategies to ensure the retainment and provision of continued advanced education**
 - Cert IV (Bridging course)



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The Transferability

- The underpinning principles of the WAVE program is to implement a risk management strategy for the effective management of occupational violence & aggression in any work environment.
- The core generic criterion are not specific to the health industry, they include;
 - Organisational policy & procedure
 - Aggression & risk assessment
 - De-escalation, communication and negotiation skills
 - Aggression management
 - Legal liabilities
 - Post incident management
- This collaborative knowledge, skill and resources may assist any organisation that has a workforce that delivers direct care or has frequent interaction with the public.



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What our people are saying

WAVE Trainers

“WAVE training at John Fawkner Hospital is proving to be a very successful program. All the feedback has been positive and staff are requesting it to be an annual program”
Dan Flint, (WAVE Trainer JFH)

“Having researched some of the rationale behind this sort of program during the preparation, I have been able to share with the participants the “Big Picture” of workplace aggression and violence in the healthcare sector. I believe the program is valuable and feedback has indicated that the staff feel the same.

I am very glad to have had the opportunity to be involved with the roll-out of this program at Melbourne Private”

Gerald Glennon, (Clinical Development Nurse
WAVE Trainer MP)

WAVE Participants

“Well presented course, with good information & skills”

“Very informative, feel a bit happier going into people’s houses knowing the techniques “

“The new DVD recently made at JFH is excellent”

“Very good at describing how to manage own verbal and non-verbal response”

“Good to know what the hospital policy is & that they take it very seriously. Excellent video, good to see our uniform!”



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