

# Nursing in Victoria: A new approach

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*Nurse Policy Branch: Building capacity and  
capability in the Victorian nursing workforce*



# Implementation of Recommendations from the Victorian Taskforce on violence in nursing

The 29 recommendations can be broadly divided into 3 categories.

Those that require implementation by:

DHS

Health Services

Other agencies.

[www.health.vic.gov.au/nursing](http://www.health.vic.gov.au/nursing)

# Implementation

- Many health services have implemented initiatives that target occupational violence, which are consistent with the recommendations.
- Further work will include nurse policy branch working with health services to achieve a system-wide approach

# 5 Strategies Developed

- 1: Setting the Framework
- 2: Raising Awareness
- 3: Enhancing the Justice interface
- 4: Education and Training
- 5: Reporting and Monitoring

# Strategy 1: Setting the Framework.

- Contacted health service CEO's
- Production and dissemination of *“Preventing occupational violence in Victorian health services: A policy framework and resource kit.”* (2007)
- Working with OHS managers regarding recommendations requiring implementation by health services.
- Standards Australia
- Review of Design guidelines
- WorkSafe funded SDF Project

# Strategy 2: Raising Awareness

- **A workplace free of violence and bullying:  
Everyone has the right to  
be safe here.**
  -
- **A workplace free of violence and bullying. A  
better place for work, a better  
place for care.**
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- **A workplace free of violence and bullying is  
a better place to care for you and  
your family.**

## Strategy 2: Raising Awareness

January 2008: release of DHS occupational violence policy framework and resource kit. Additional promotional material including suite of posters (in diverse settings) and multilingual card.

## Strategy3: Enhancing the interface between health services and the justice system

This work is being progressed by the Justice Interface working group and includes:

- Production of multi-media resource tool (DVD) on impact of occupational violence and responses to it for key target groups (police, judiciary and the community) underway. Distribution scheduled for October 2008.

## Strategy3: Enhancing the interface between health services and the justice system

- Development of a principle based guide to best practice management of weapons and other dangerous articles in health care settings progressing. Public consultation on draft completed June 2008.
- Mapping of roles and responsibilities of health care workers, management and police when occupational violence occurs underway. Best practice models identified and options for dissemination being considered by working group.

## Strategy 4: Ensuring that education and training for the prevention of violence and bullying reflects the organisational context and the needs of the employee.

- Specific DHS activities to support health service efforts on these recommendations include:
  - Submission made to National Safety and Quality Commission regarding the review of the Australian Council for Healthcare Standards (ACHS).
  - Guidelines for occupational violence prevention training included in "*Preventing occupational violence in Victorian health services; a policy framework and resource kit.*" ( 2007)

Strategy 4: Ensuring that education and training for the prevention of violence and bullying reflects the organisational context and the needs of the employee.

- *Occupational Violence Prevention Fund 2008-2011*, Round 2 will include training and education support packages to assist eligible health services with the activities to ensure that training is: broader rather than focusing on individual competence; closely allied to perceived needs of health services and clearly demonstrate a proactive organisational response to workplace violence.

Fund details available at:

[www.health.vic.gov.au/nursing/whatsnew](http://www.health.vic.gov.au/nursing/whatsnew) Submission made to National Safety and Quality council.

Strategy 5: Develop effective reporting and monitoring systems including a standardised minimum data set that will enable health services to report, monitor and compare bullying and violence incidences.

An integrated work plan for recommendations 27, 28, 29 developed:

- *Phase 1 – Development & validation of OV. Minimum Data set (MDS) – completed*
- *Phase 2- Pilot of MDS & data collection by health services.*
- *Phase 3 - Establishment of system wide reporting mechanisms.*

Strategy 5: Develop effective reporting and monitoring systems including a standardised minimum data set that will enable health services to report, monitor and compare bullying and violence incidences.

- The DHS Victorian Health Incident Management System (VHIMS) project will deliver a system for collection and review of state-wide incident information including OHS incident types (inclusive of OV). VHIMS project milestones include:
  - o Round one of field testing completed in late
  - 2007.

Strategy 5: Develop effective reporting and monitoring systems including a standardised minimum data set that will enable health services to report, monitor and compare bullying and violence incidences.

- VHIMS project milestones include: Round one of field testing completed in late 2007. Following extensive consultation with the OHS working group, Round 2 of field testing including staff incidents completed in early 2008.
- Pilot of full VHIMS with selected representative health services scheduled for late 2009. Full implementation in 2010. NPB is working with VHIMS regarding the implementation of mechanisms that will enable state-wide aggregation, analysis and trending of incident data.

# Regional resources

- One-off Funding allocated to provide for the 5 rural regions to apply a focused approach to occupational violence prevention and management.
- Collaboration, information sharing, responding to regional specific issues.
- High level advice, establish and maintain networks, ensure consistent approach.

# Practical Solutions

- Health services adopt policy with clear messages that violence is unacceptable
- Encourage culture of reporting
- Health organisations to establish an aggression management reference group responsible for policies and procedures primarily through clinically led aggression management team
- High risk departments, security measures including staff who are trained in prevention and management of violence and aggression

# Thanks

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nurse safe

A Victorian  
Government  
initiative



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