

Violence and Aggression Management



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Ballarat Health Services Policy

- Violence and aggression within BHS is unacceptable, and will not be tolerated.
- Potential for violent and aggressive episodes must be prevented wherever possible.
- All patients, residents or clients who are identified as being “potentially hazardous”, must be assessed and controlled in consultation with the employee(s) who provide the care.

Risk Identification

- Review of Incident & Accident Data
- Review of Code Black Events
- Review of Security Incidents

Risk Assessment

- Staff Survey
- Workplace Violence & Aggression Risk Assessments
- Review of Code Black / Security Services

Staff Survey

- Distributed to all BHS staff in February, 2004
- Objective: to gain baseline data to assist the development of Policies and Procedures
- 525 responses

Code Black / Security Team Review

- In-house review of all aspects of code black team operations producing recommendation for expansion and reform
- External review of all aspects of Security Operations across BHS producing recommendations for expansion and reform

Occupational Violence and Aggression Model



Implementation

- V & A Project team
- Education
 - 6 Module Online training program
 - Pilot Training Program
- Security Review
- Police and Emergency services Links

Ballarat Health Services Policy

- All staff must fully comply with occupational violence and aggression programmes and procedures developed in accordance with the BHS Prevention and Management of Occupational Violence and Aggression Policy

Public Awareness

- Public Launch of Zero Tolerance to Workplace Violence & Aggression Policy
- Information included in Patient Handbooks
- Signage Installed in all BHS Facilities
- Warning Notices issued as required

Ballarat Health Services Policy



Ballarat Health Services

Ballarat Health Services will not tolerate violence or physical or verbal aggression towards its staff. If this occurs police will be called and legal action will be taken.

“Zero Tolerance”

- The idea of building a safety culture throughout Ballarat Health Services, by reinforcing the organisations' commitment to addressing violence and aggression, via the adoption of a “Zero Tolerance” model aims to change the culture.

Training

- All BHS Employees will be provided with appropriate supervision, information and training to enable them to understand and implement agreed safe practices.

Hazard Management

- **Action plans are to be developed and implemented based on the outcomes of the risk assessment / Hazard Alert Form.**
 - Action Plans are to be documented on Care Plans / Nursing Care Plans and in Medical Records. Management strategies may include:
 - **altering the workplace** (workplace layout)
 - **altering the environmental conditions** (light, thermal comfort, potential hazardous items)
 - **altering the systems of work** (job design, number of staff dealing with such patients)
 - **treatment** (medication review, referral options, authorised restraint etc)

Hazard Management

- **The following control strategies must be considered in a hierarchical fashion:**
 - **Diffusion via discussion and counselling**
 - **Requesting co-operative behaviour**
 - **Developing a patient care plan**
 - **Issuing a Patient / Resident / Visitor Warning Notice**

Environmental

- All Departments required to Undertake Workplace Violence and Aggression Risk Assessments and to implement corrective actions as required
- Member of the BHS Security Team available to assist Departments with walk-through style risk assessments
- Regular Auditing and Review

Emergency Procedures

- Security Team
- Code Black Procedures
- Contract Security
- Police Back-up

Ongoing Management

- Formation of V&A Sub Committee
 - Reports Monthly to Executive Safety Committee.
 - Representation from all areas of the Hospital
 - Membership includes Vic Police and RAV
- Refinement of global processes
- Operational processes to address specific risks
- Audit program

Summary

- No one size fits all
- Seen as part of what we do
- Process must be flexible to accommodate differing needs
- Security review, Educational support, and relevant continued resources vital to the program success.
- Requires continued leadership

Questions