Code Green for Workplace Violence

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Objectives

- Identify the incidence of workplace violence within United States healthcare.

- Recognize Code Green as an effective intervention to prevent workplace violence.

- Discuss the impact Code Green has on violent restraint use and employee injury rates.

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Workplace Violence - Nationwide Problem

- **Healthcare is the most affected industry.**

- A 2011 survey of 46,000 nurses:

- 11% of respondents had been physically assaulted in the previous 12 months.

- More than 50% said they had been threatened or verbally abused.

- 27 out of the 100 fatalities in healthcare that occurred in 2013 - due to assaults and violent acts!

Where Does Your State Stand?

Incidence rates represent the number of injuries and illnesses per 100 full-time workers.

U.S. States with Workplace Violence Laws

Management of Agitated Behavior

- Early recognition and rapid intervention with verbal de-escalation.

- Include the patient as a collaborative partner in managing behavior.

- Empower the patient to stay in control while building trust with caregivers.

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Code Green Response Team

- Adopted from the Crisis Prevention Institute workshop on de-escalating an agitated individual.

- The goal - to employ the least restrictive means to help the person regain control of behavior.

- The team consists of Intermediate Care Unit (IMCU) charge nurse, nursing supervisor, security, primary physician and nurse, nursing unit charge nurse, and other individuals involved in the patient's care.

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The IMCU Experience

- The IMCU treats a large population of behaviorally challenging, delirious, and violent patients.

- The IMCU's history of being the only inpatient toxicology unit in the country has provided the nurses with an immense experience in managing volatile situations.

- The leader of the Team is the IMCU charge nurse, although the leader could be anyone who is successful at calming the agitated individual.

Experience!

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De-escalation Workshop

- February, 2013 – 3 workshops at Harrisburg Hospital campus.

- 25 attendees.

- Targeted unit managers, charge nurses, nursing supervisors, security department.

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Evaluation and Outcomes April 2013 – September 2015

- Code Green Responses:
  - 240 patients
  - 26 of them required application of restraints
  - 89% resolved by verbal de-escalation or non-coercive use of medication

- 28% decrease in number of violent restraints post Code Green Response Team (100 two years pre vs. 72 two years post Code Green intervention).

28% Decrease in Violent Restraints
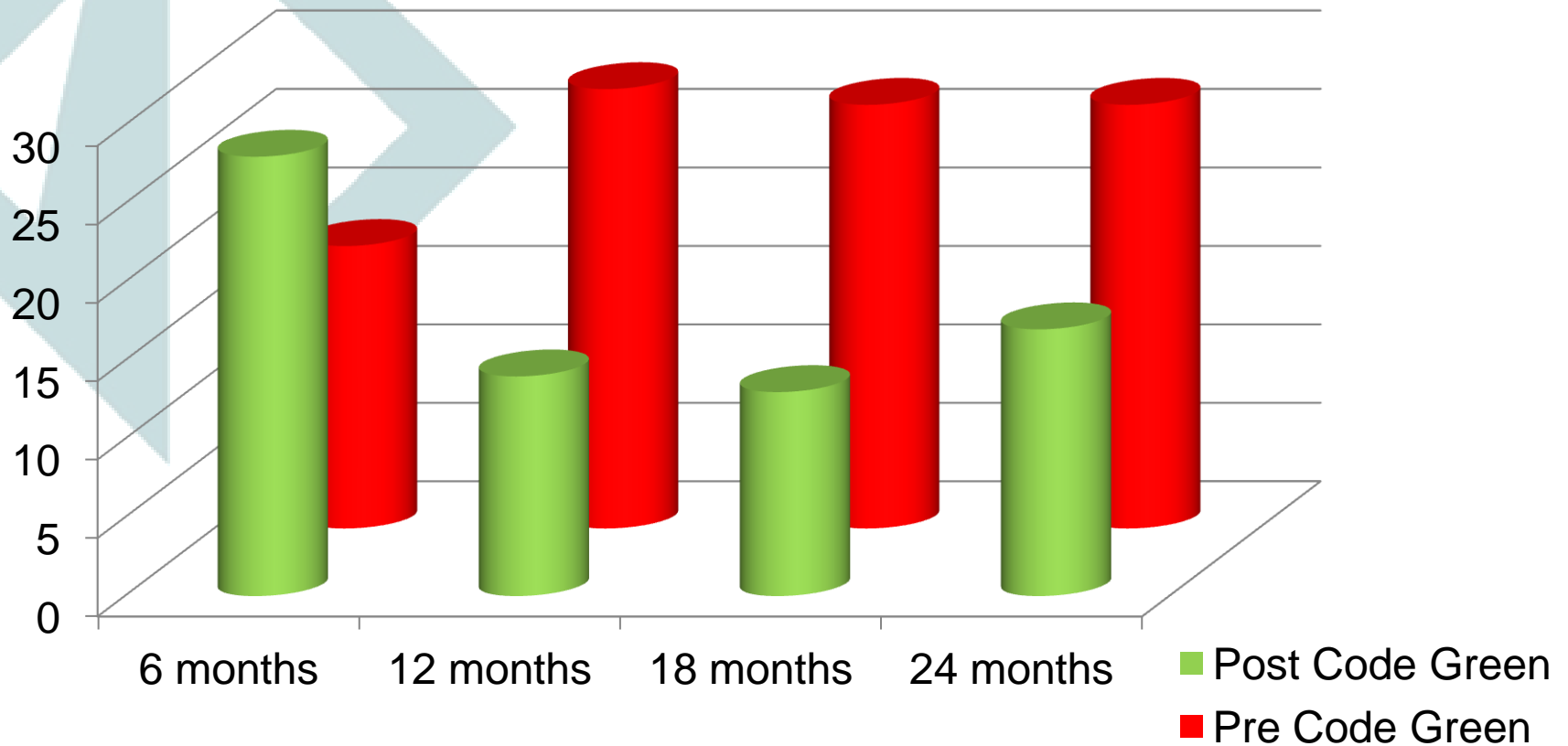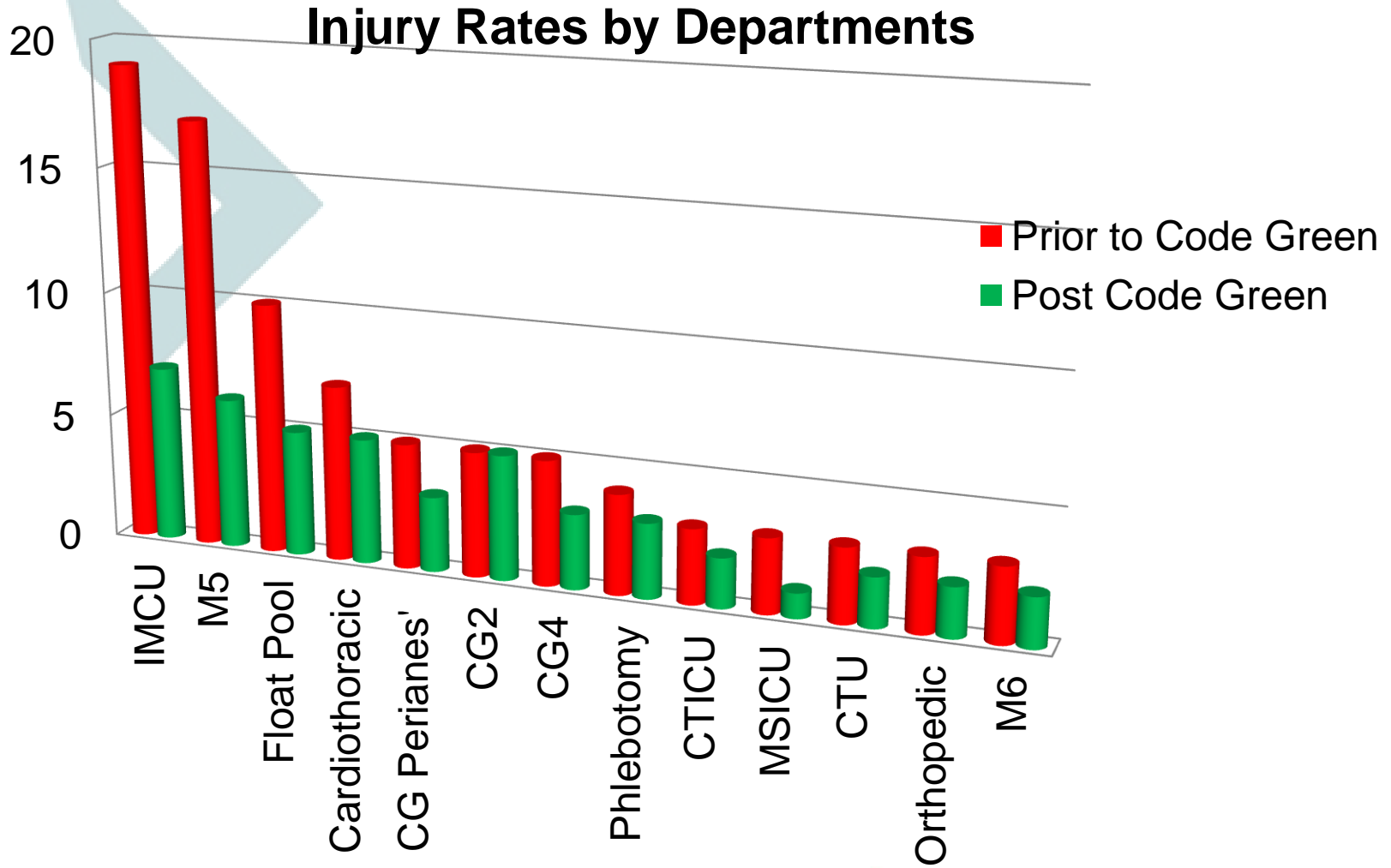
Employee Injury Rates

- Data from October 2010 to September 2015, 30 months prior and post Code Green initiation.

- Data by departments: security, ED, float pool, IMCU (tox), M5 (med-surg), cardiothoracic, perianesthesia, CG4 (rehab), CG2 (med-surg, neuro), phlebotomy, CTICU, orthopedics, CTU (medical cardiac, telemetry), MSICU, M6 (post-op surgical).

- Injury types - contusion, scratch, bite, strike, strain, bodily fluid exposure.
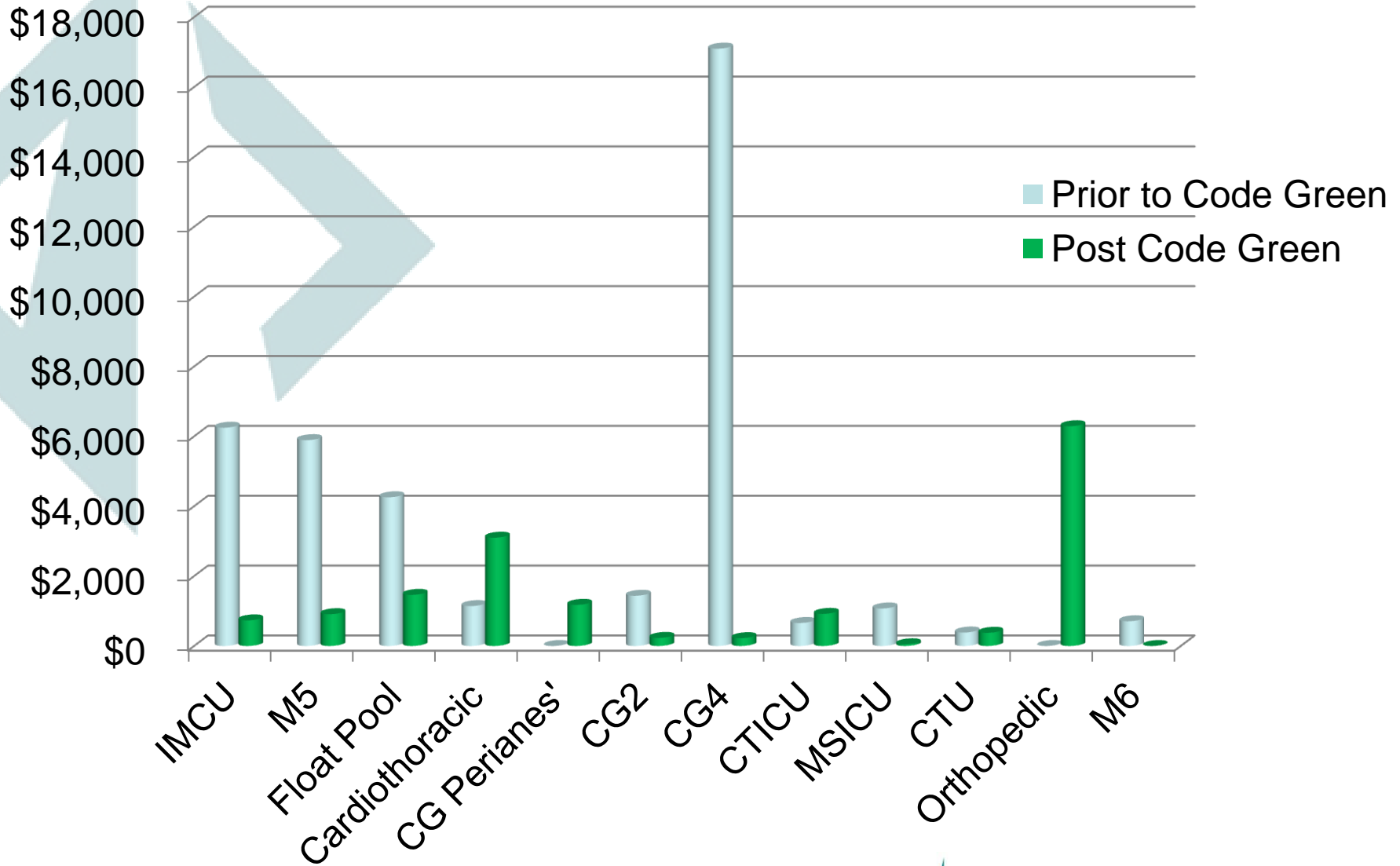
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Employee Injury Rates (Continued)

- Increase in injuries in security and ED departments.

- **Decrease in all injuries on inpatient units by 47% from total of 87 prior to 46 post Code Green implementation**

- IMCU (tox) – decrease in injuries from 19 to 7, cost savings of about $5,000.
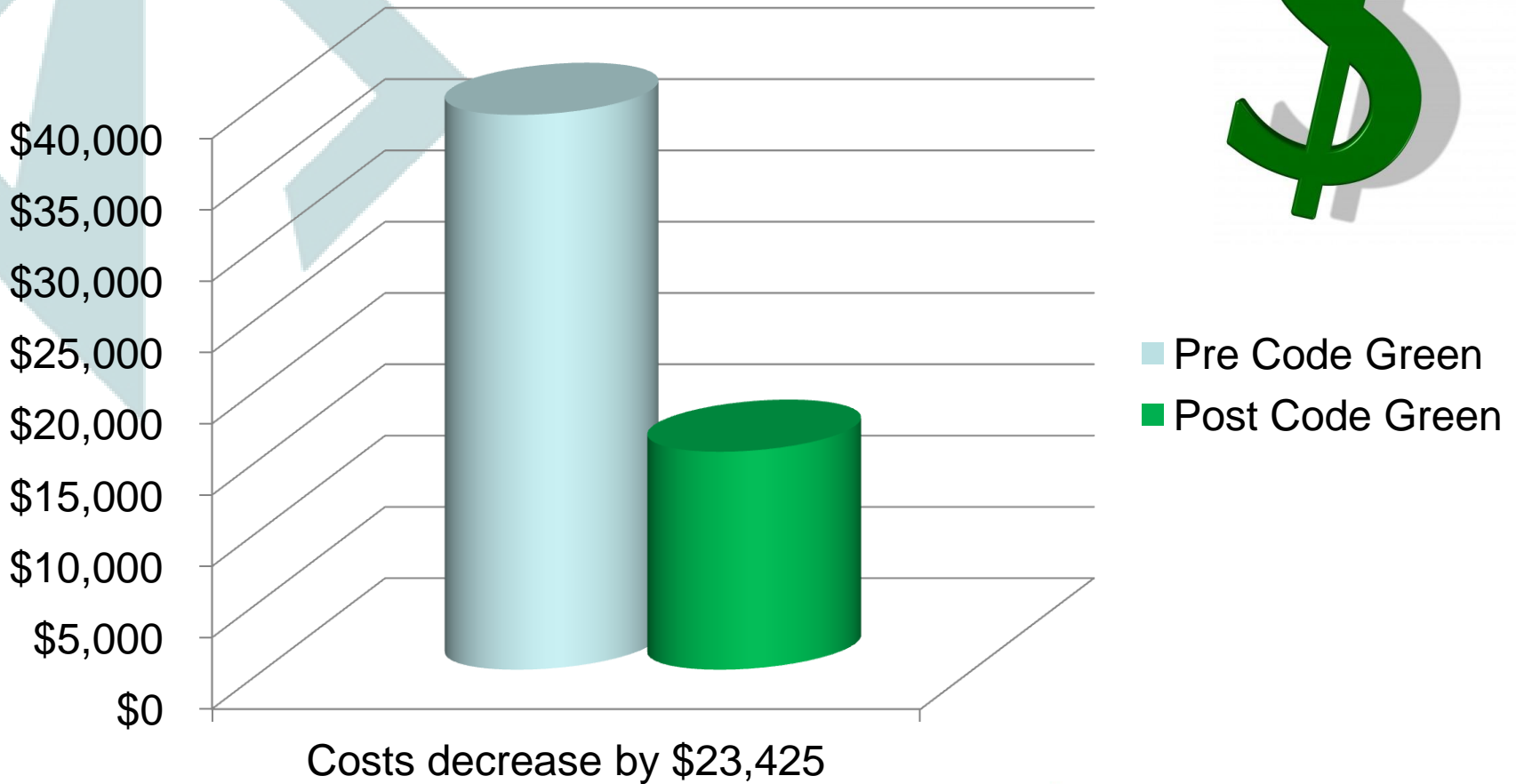
- Similar results on M5 (med-surg) – from 17 to 6.

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Employee Injury Rates (Continued)

Injury Rates by Departments

Employee Injury Costs by Departments

Prior to Code Green

Post Code Green

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Employee Injury Costs Combined

Chart showing Pre Code Green and Post Code Green costs, y-axis from $0 to $40,000.

Legend:
- Pre Code Green
- Post Code Green

Costs decrease by $23,425

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Employee Injury Rates (Continued)

- Prevention is the key.

- Delayed Code Green activation?

- Less experience – more severe injuries contributing to lost work days, restricted work days and increased costs.

- "ED is its own animal" – injuries went up from 11 to 23 and costs from $13,253 to $66,000.

Improvement Opportunities

- Code Green Team Committee.

- Review particular cases, share concerns, provide staff education.

- Members of all units involved in Code Green participate in the Committee.

- Nursing Grand Rounds - system wide education on prevention, safety, ways to de-escalate an agitated individual.

- Increased volume of employees attending Crisis Prevention Institute Workshop.

Workplace **Violence**

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De-escalation Workshop Now

- In 2015 – 65 attendees from 26 departments system wide.

- Held at all three campuses.

- PCAs mandatory education.

- No tolerance for Violence Stance.

Combining the Efforts Nationwide

- Involvement in the ANA *Workplace Violence and Incivility Panel* in an attempt to contribute to a national effort to create a healthy work environment free of violence and hostility.

"Together We Can"

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Thank You!

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