

### Introduction

According to the NJ Health Care Act, Violence is an escalating problem in many healthcare settings in the State & across the nation, and although violence is an increasing problem for many workers, healthcare workers are at a particular higher risk

### Purpose

The purpose of this program is to help you recognize that potential workplace violence is a growing problem that must be addressed through a facilities wide violence prevention program aimed at creating a safe and therapeutic environment while reducing and mitigating the effects of violence in the healthcare setting and to ensure compliance to the violence prevention in the Healthcare facilities and its related components. Violence against healthcare workers exacts a significant toll on victims, their co-workers, patients, families, and visitors. Preventing workplace violence is essential for creating a safe and therapeutic environment for patients. This violence prevention program is designed to reduce and mitigate the effects of violence in the health care setting.

### Objectives

1. To describe the process involve in recruiting employees to participate in developing a n education video.
2. To discuss the staff's incentives in participating in developing the program
3. To explain the importance of shared governance and staff empowerment in developing and implementing education program that affects patients, visitors, and employee safety

### Robert Wood Johnson Nursing Conceptual Model



### Violence in the Workplace



### Prevention of Violence in the Workplace Committee

NJ State Law mandates all Healthcare facilities must provide education to all employees regarding Prevention of Workplace Violence on an annual basis. Nurse Education Specialists were invited to join the Prevention of Violence in the Workplace (PVW) Committee, a multi-disciplinary committee spearheaded by the SVP of Human Resources to assist in fulfilling this requirement.

### Process of Program Development

- Step 1:** Explored various strategies of educating 5,000 employees which includes:
- Calling the Department of Labor for available education material..
  - Calling other hospitals to find out how they educate their staff.
  - Contacting our Risk Control Insurance Company for guidance
  - Met with several Consulting Firms specializing in providing education on prevention of workplace violence
  - Examined the different methodology in providing education in a most efficient and cost effective manner.

### Process of Program Development

- Step 2:** Identified the best methods to educate all staff was a combination of live presentations and home grown education video
- PVW Committee approved the methods selected

### Process of Program Development

- Step 3:** Created an education subcommittee consisting of staff RNs to develop the education content and to deliver the education
- Recruited employees from different disciplines to participate as cast members for the video.
  - Scheduled numerous live presentations given on all shifts including weekends by staff RNs, Nurse Educators & Security Officers over two months
  - Upon completion of live presentations, the education video was uploaded to an internet based learning platform for those who were not able to attend the live presentations

### Process in Program Development

#### Recruitment Process

- The Nurse Educators were responsible in recruiting RN staff to participate in this project
- Recruitment initiative was accomplished by**
- Sending a broadcast email to all RNs,
  - Disseminating the information about the program by word of mouth
  - Meeting with staff RNs to discuss their role and the benefits of joining
- Benefits to the RN Staff: It gives them the opportunity**
- To participate in developing a program that is critical to their clinical practice in providing a safe environment for their patients, visitors and to themselves and co-workers
  - For a career promotion /advancement without leaving the bedside through the Clinical Ladder System
  - To participate in changing the policies and procedures according to NJ State law
  - For personal & professional growth.

#### Outcome

- Developed two successful education videos
- RNs were promoted to CN3 & CN4 Clinical Ladder status
- Hospital saved money from using this method of education instead of using consultants
- Cast members were proud of their contributions

#### References

- Center for American Nurses (2008). Lateral Violence and Bullying in the Workplace .Pages 1-12
- New Jersey Department of Health & Senior Services, Hospital Licensing Standards (2010). Violence Prevention in Health Care Facilities, N.J.A.C. 8:43E 11. Trenton, NJ
- Preventing Violence in the HealthCare Workplace (2008). Elements of a Successful Workplace Violence Program. The New Jersey Work Environment Council (WEC) pages 60 – 75.

#### About Robert Wood Johnson University Hospital

One of the nation's leading academic medical centers, **Robert Wood Johnson University Hospital** provides state-of-the-art care across the full range of health care services. The hospital has earned significant national recognition for clinical quality and patient safety. Robert Wood Johnson University Hospital has ranked among U.S. News and World Report's "America's Best Hospitals for six consecutive years. The American College of Surgeons' Commission on Cancer has rated RWJUH among the nation's best comprehensive cancer centers. RWJUH is also a recipient of the prestigious Magnet Award for Nursing Excellence for more than 10 consecutive years.

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