



Balancing Safety Concerns with Patient and Family Centered Care

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Risk Factors for Violence in Healthcare

- Working directly with volatile people
- Working understaffed
- Transporting patients
- Long waits for service
- Overcrowded/uncomfortable waiting areas
- Working alone
- Poor environmental design/poorly lit spaces
- Drug and Alcohol abuse
- Lack of staff training/policies
- Unrestricted movement of the public

External Climate (What we think we know)

- Increase in drug use among all ages of the population – prescription and/or street drugs
- Increase in drug/methadone addicted babies being born in some regions
- Increase in homelessness in some areas
- Increase in urban crime rates in some areas
- Increase in mental health issues
- Decrease in social supports/networks in some areas

Internal Climate (What we think we know)

- Decrease in Staffing due to shortages
- Increase in overtime and mandatory callback usage
- Perception of increased violence spilling into the workplace
- ‘Scared’ and/or stressed staff
- CAS child protection apprehensions occur

IWK Internal Climate (What we **DO** know)

In a 6 month period (Oct/08 – April/09) the following events have been reported on our electronic system:

- 174 Code Whites
- 113 Aggressions to staff members
- 86 Inappropriate behavior/activity
- 12 Possess/distribute illegal/harmful substances
- 13 Possess harmful objects

Culture

- Frontline Staff's view of 'how safe they feel they are at work'
- Physician & Management's view of how safe the organization is
- Patients and families view of how safe they are
- What actions are taken when an incident happens
- Safety includes the 'clinical' and the 'physical'

Patient & Family Centeredness

IWK patients told us they want:

- To be kept secure
- Infection prevention and cleanness
- Safe medication delivery
- Safe environments
- Communication and education regarding care and general safety

Food for thought and discussion

- How do we suspend judgment to be attuned to families needs and wants?
- What messages do we give to staff and families re working together in this?
- How do we reconcile the tension of scared / stressed staff working in areas requiring high concentration?
- How do we keep patients/families/staff safe and provide a welcoming and friendly environment?

Where does your pendulum fit?



- Discussion for future direction: Finding the Balance

