

Reducing the incidence of violence in hospitals

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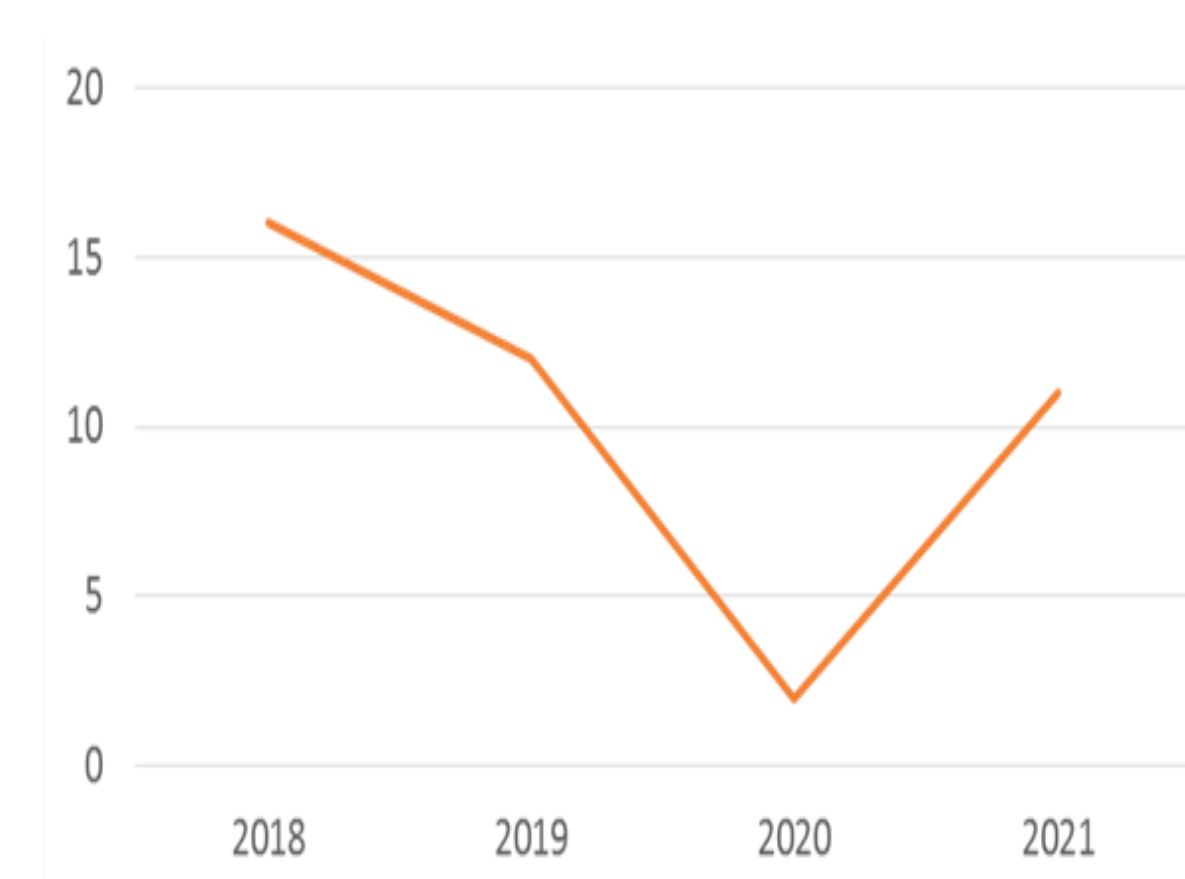
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INTRODUCTION

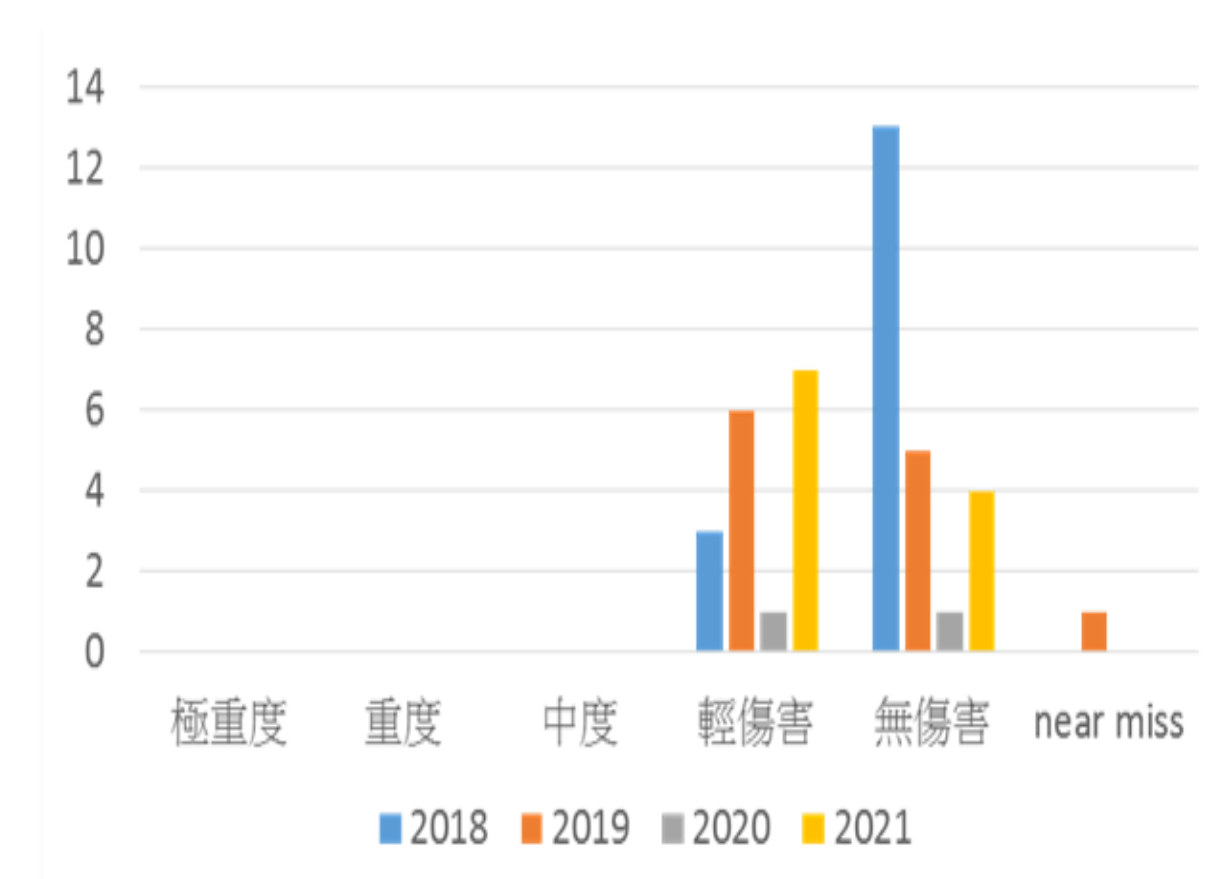
Hospitals are open public places with complex access. Especially in recent years, with the exacerbation of the New Crown epidemic, the opportunities for violence and threats against healthcare workers have increased, and incidents of healthcare violence have repeatedly captured the attention of the news media.

AIM

While most literature studies on healthcare violence have focused on medical staff, wards, outpatient clinics, and emergencies, an analysis of hospital violence cases revealed that not only did the number of incidents increase dramatically during the epidemic, but the locations of occurrence were not limited to hospitals. It is hoped that these improvements will minimize the occurrence of violence in hospitals and reduce the harm caused, especially in medical areas such as temperature stations, screening stations, and counters. There will be more violent incidents in 2021 than in 2020, and injury incidents are also on the rise.



Number of occurrences



degree of injury

METHOD

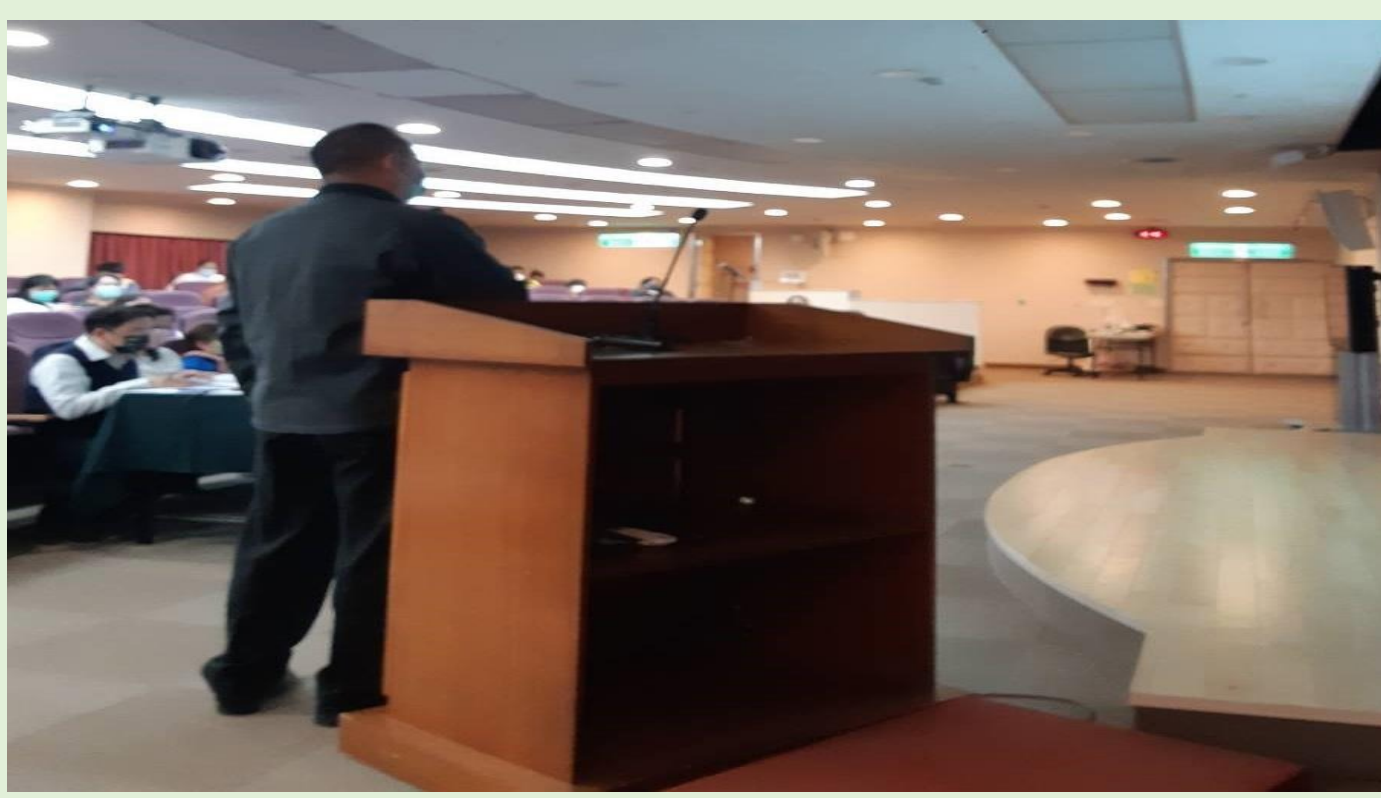
Policy Implementation 1-Education and Training

Target: All hospital staff

Course Content: 1. Characteristics of Potential Violent Behavior, 2. Crime Prevention in the Police Department, 3. Self-Defense Training in the Police Department.

4, Restraint training

Improvement: Invite experts to organize the course content and make it mandatory for all hospital staff.



Education and Training

Policy Implementation2- Create a drill evaluation form.

Target: Violence drillers

Improvement content: Design a drill assessment form.

Improvement method: 1. Set up an assessment form concerning relevant literature and confirm no infringement issues in the legal department.

2. Discuss the content of the assessment form and the assessment method with the emergency team to confirm the consistency of the assessments.

3. Arranging annual violence drills and evaluator implementation.



violence drills

Policy Implementation 3-Provide a safe environment and tools for work

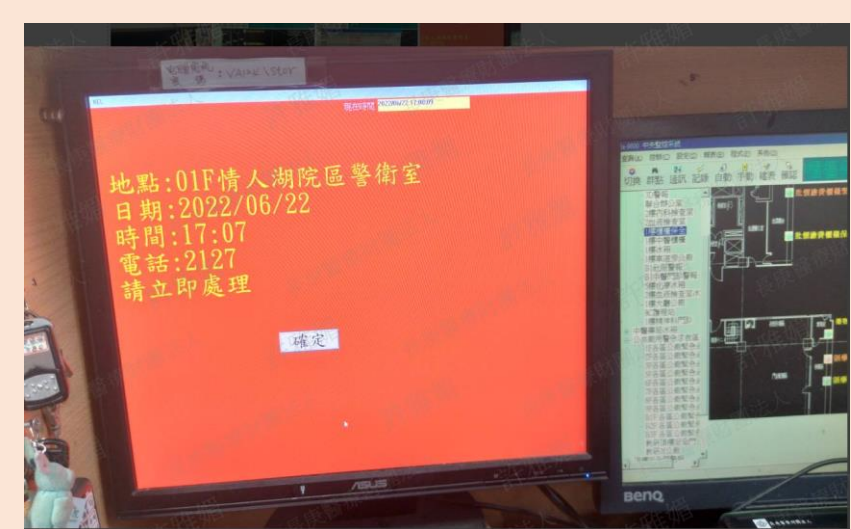
Target: All hospital staff

Improvement content: 1. Violence connection warning (Ctrl + NumLock)
Responsibility Area Alteration Tips 2. Purchase an additional magnetic buckle restraining belt.

Improvement methods: 1. Design and complete the survey on using restraining tools and evaluate the purchase of additional magnetic tape.

2. Confirm the principle of the setting and the way of exception with the computer class.

3. Add tips and instructions for setting in the report form for abnormal movement in the responsible area.

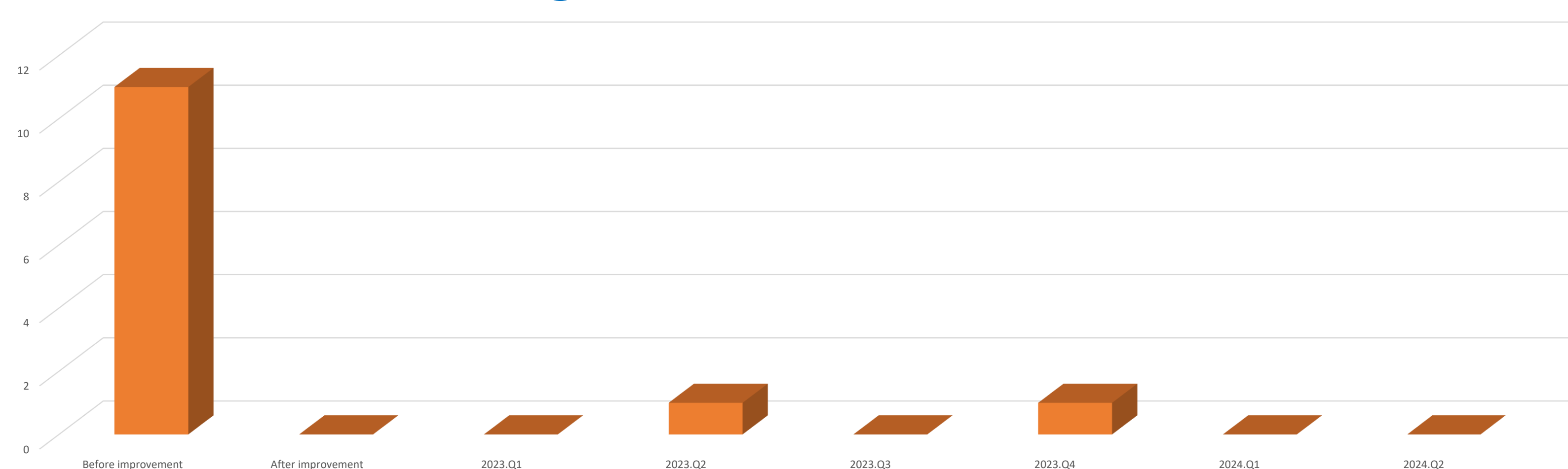


Violence connection warning

RESULTS

The number of hospital-wide violence cases was 11 before the improvement and 0 after, and the hospital-wide violence injury rate was 63.6% before and 0% after the improvement. In addition to the significant improvement in the number of incidents and injury rate, the enhanced communication and participation of the hospital as a whole allowed the staff to increase the cohesion among colleagues and thus improve the doctor-patient relationship and the sense of honor, centripetal force, and sense of achievement of the team members improved significantly throughout the improvement process of the project.

Tracking the number of occurrences



CONCLUSIONS

Each incident of medical violence will have an indelible and severe impact on the victim and the hospital. Identifying high-risk groups of medical violence, strengthening self-protection education and skills, and setting up an alert system for workforce support and care measures can reduce the chance of occurrence and injury.

It takes a long time to see the results of the improvements after the violent attacks, so we will continue to monitor the results of the modifications and continue to develop a people-oriented workplace culture to create a safe and supportive work environment and achieve the goal of zero tolerance for the occurrence of violent attacks.

CONTACT INFORMATION



If you have any further questions or concerns, please don' t hesitate to contact me.

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