A Quality Improvement Project to Enhance Emergency Nurse Reporting of Workplace Violence

Ross Scallan, DNP, APRN, AGCNS-BC, ATC

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Introduction

- Workplace violence (WPV) in healthcare is a pervasive, perpetual, and underreported problem
- In the U.S., approx. 2 nurses assaulted/ hour, mostly in EDs and psychiatric units
- WPV is further complicated by underreporting
- Barriers prevent nurse from reporting: lack of time, knowledge gap, "part of job", won't change outcome", time consuming/ complicated reporting system

Local Problem

- Despite underreporting, increase incidence of WPV events and team member injuries
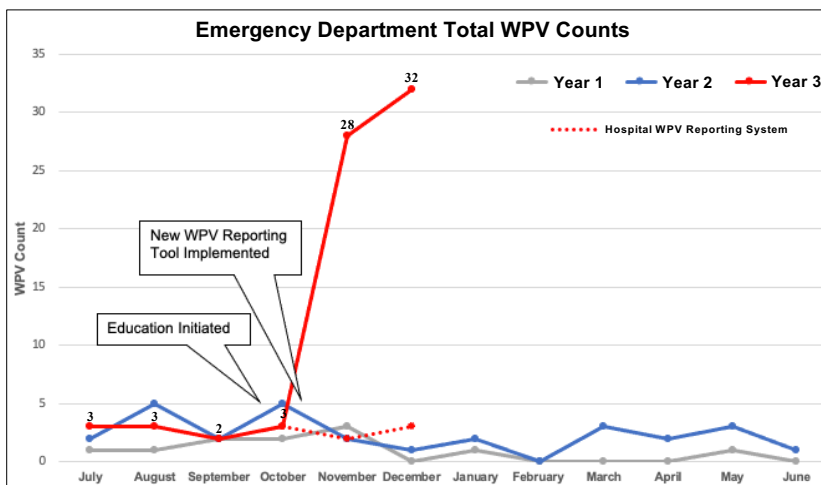- NDNQI metric, *Assaults Toward Nursing Personnel*, above benchmark

Purpose

To enhance emergency nurse WPV reporting in the Emergency Department

Methods

- Using QI, PDSA, team formed to develop awareness bundle and new electronic reporting instrument
- Based on the evidence, needs assessment, and collaboration w/ ED nurses and mgmt., feasible and fast electronic reporting instrument created
- Nurses accessed the reporting instrument by scanning a QR code with their mobile phones, strategically located on wall flyers and name badge stickers

Results

- 2 mo. postimplementation, reporting instrument recorded 94 QR code scans and **59 WPV reports** (N=59), resulting in 1000% increase in WPV reporting in ED
- WPV reports by occupational role: 46 (78%) RNs, 11(19%) EMTs, 2 (3%) Other ED Staff
- Verbal abuse was the most common type of violence 83%, followed by physical abuse 11%
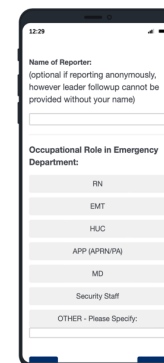

Emergency Department Total WPV Counts

Poster (8.5"x11")

Nurse badge Sticker (1"x1")

Reporting Instrument via Mobile Phone

Conclusion

- A feasible and fast electronic reporting instrument, alleviating key WPV reporting barriers, enhanced WPV reporting in the ED
- Reporting via QR code allowed nurses easier accessibility to report in real-time

Implications

- With enhanced WPV reporting, data trends emerge to make better-informed, data-driven decisions to prevent WPV
- ED charge nurse and management engagement with clinical nurse staff are essential to foster a safe and supportive culture for reporting WPV
- Addressing emerging WPV trends, identified by enhanced WPV reporting, can reduce nurse turnover, decrease injuries, and improve satisfaction

Acknowledgements

Scan for References