

CASE STUDY

Collective Medical Helps Hospitals Proactively Reduce Workplace Violence



Sutter Medical Center Sacramento

Approximately 75% of all workplace assaults reported annually occur in the healthcare and social service industries.¹ This leaves hospital physicians and staff four times² more likely to be victimized than workers in other industries—and hospitals at high risk for staff dissatisfaction, lawsuits, and large employee turnover. Sutter Health decided to do something about it.

“It’s one thing to have data, but if you can’t get to the point where you’re using data for action, it’s kind of useless. What the Collective Platform has provided us is the means to rapidly move from data to information to knowledge and action. And that’s just so critical.”

- **Tim Leroux**

Regional Manager, Protective Services

Sutter Health is a non-profit health system in Northern California. With seven of their 26 hospitals located in the top ten crime-ridden cities in Northern California—two of which fall on the U.S. top-ten list, too—maintaining workplace safety for emergency department physicians and staff is a top priority.

Solution

Sutter began setting up more thorough security departments in their locations, including three security operations centers (SOCs). The SOC is designed to not only maintain present security, but track security trends, identify potential threats, and create strategies for approaching patients with a history of assault using the Collective Platform. Violent, argumentative, disruptive, assaultive, or otherwise aggressive behavior are all considered threats, and both verbal and physical abuse are taken into account.

Sutter Medical Center Sacramento (SMCS) is one of the hospitals set up with an SOC. Knowing that it would be difficult to find time to integrate reporting and data tracking into the day-to-day workflow, it decided to make some adjustments.

Rather than forcing staff to carve out time for filing reports on top of regular responsibilities, the SOC has someone dedicated to logging these events in the Collective Platform. After the incident has been recorded, alerts—or EDie notifications—are set to trigger any time this patient presents at a hospital on the Collective Network, informing the hospital staff of past violent behavior and any established care plans.

Armed with this information, SMCS uses the information provided to create a plan of action—containing and preventing violent behavior in subsequent visits. Staff keep a closer watch on the patient, a guard can be stationed in the area where the patient is staying, or an ED manager can sit down with the patient upon check-in to establish ground rules and sign a behavioral contract for the visit.

Clinic Outcomes

For SMCS, the impact of these security notifications has been significant.

Utilizing the Collective Platform's real-time security notifications, Sutter Medical Center Sacramento saw a 40% reduction in incidents of assault.

By not only reviewing this data, but proactively using it to create patient “playbooks” for handling potentially aggressive situations, SMCS has been able to minimize workplace violence in an area of the country where violent crimes are at a high.

The significant decrease in workplace violence has made the SOC at SMCS a more positive working environment. While the security industry tends to see annual turnover rates of 100% or more, the SOC at SMCS has remained at a solid 10% since implementing the Collective Platform.

1. According to Occupational Safety and Health Administration. Guidelines for preventing workplace violence for healthcare and social service workers (OSHA, 3148- 04R). Washington, DC: OSHA, 2015.
2. Security Industry Association and International Association of Healthcare Security and Safety Foundation. “Mitigating the risk of workplace violence in health care settings.”

Patient Outcomes

SMCS had one patient check into the ED with a particularly violent temper. During his 72 hour visit, he assaulted 7 different staff members.

The SOC contained the situation, then developed a plan in the Collective Platform to use in case the patient returned again.

When the patient returned, Collective notified both ED and SOC staff immediately about any possible security threats associated with this patient. Able to know exactly who the patient was from minute one, SMCS sent a member of senior management to talk with the patient immediately about appropriate behavior at the hospital and who he could talk to about problems if he became upset about something.

With the hospitals precautions in place, the patient spent his entire 96 hour visit in the hospital without any instances of assault.

About Collective Medical

Collective Medical provides the nation's largest and most effective network for care collaboration. Our risk-adjusted event notification and care collaboration platform spans across all points of care—including hospitals, payers, behavioral and physical ambulatory providers, and post-acute settings. The Collective Platform uses the network to identify at-risk, complex patients and share actionable, real-time information with diverse care teams, leading to better care decisions. Care decisions and plans become a collaborative effort, improving patient outcomes by executing on a single, shared, and consistent plan of care.