



## CASE STUDY

# Collective Medical Helps Providers Better Track, Measure, & Prevent Workplace Violence

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### CHI St. Anthony

The increasing prevalence of workplace violence in the healthcare industry is a rising concern for many healthcare providers. Studies show that health care workers are 20 percent more likely to be the victim of workplace violence than other workers—and many suggest that number is even higher.

Because reporting is voluntary—and ED clinicians are notoriously busy—researchers at Michigan State University suggest that the actual number of reportable instances of workplace violence is three times the amount reported by the Bureau of Labor Statistics.

CHI St. Anthony, a rural hospital located in Pendleton, Oregon, decided to start using the Collective Platform as a way to log and track incidents of workplace violence. By tracking security incidents, St. Anthony's was able to begin challenging the casual attitude toward workplace violence and influence a culture change. According to Steve Hardin—ER and RT Manager at St. Anthony Hospital:

"It's taken us a year and a half to instill the culture that any time someone yells at [the staff], abuses them verbally, is sexually inappropriate, or is physical, we need to document an incident report. The charge nurses follow up on it, and we follow up on it to document all those. That is the single biggest obstacle to any facility because the nurses will say 'I'm busy. I don't have time.'"

With the Platform already an integral part of the day-to-day workflow at St. Anthony, the decision to report these incidents with the Platform made documenting easier and encouraged more diligence in tracking workplace violence.

## Clinic Outcomes

Since St. Anthony began logging workplace violence on the Collective Platform, they saw a *20 percent increase in security events logged*. This helped hospital leadership and employees take security incidents more seriously, which in turn lead to better hospital security and patient/employee safety.

"I convinced the staff that if they would document the level of workplace violence that was actually occurring, the hospital would recognize that there was an issue and do something about it," explains Steve. "So we did. And corporate came down to the hospital and told us to do something about it— allowing us to get security. Now, we're also sending staff to a de-escalation, violence prevention, and—in some cases—actual restraint classes. And that's all based on things we took the time to document..."

Having on-site security increases workplace safety by shortening response times and putting a plan in place for resolving and preventing security issues. Through the Collective Platform, CHI now has a system in place to identify patients with a history of violence, prevent violent outbreaks, and know protocol for addressing incidents if they do arise. They know what expectations to set at the beginning of the visit, which nurses and physicians to assign to work with them, and emergency plans in the event of a violent outbreak.

## The Problem

According to the Occupational Safety and Health Administration, approximately **75 percent of all workplace assaults reported annually occur in the healthcare and social service industries.**

## 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, 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.

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