



CASE STUDY

Reducing Workplace Violence Through Better Communication

With Collective, the hospital was able to identify patients at risk for violence and prevent future violent incidents.

Sutter Roseville Medical Center

The Sutter Roseville Medical Center (Sutter Roseville) is an affiliate of Sutter Health, a not-for-profit integrated healthcare system in Northern California. In addition to providing exceptional comprehensive care, including acute care, trauma centers, and a NICU, leaders at Sutter Roseville also place a high priority on patient and employee safety.

A Proactive Approach to Workplace Safety

The security department decided the best way to approach safety was to start with awareness and prevention. With only 30% of workplace violence incidents among nurses being reported to management, and 26% of incidents from physicians¹, security staff knew the first step to prevention was reporting. The staff adopted an “if you see something, say something” approach, and began logging violent outbreaks in patient files on the Collective platform. Sutter Roseville could then run and analyze reports to help identify trends in workplace violence.

With results in hand, Sutter Roseville implemented preventive measures to strengthen security, expand the badge system for patients, visitors, and staff, increased staffed security stations, and real-time safety and security notifications through the Collective platform.

With these notifications, both medical and security staff are alerted when a patient with a history of violence presents at the emergency department (ED). Security is then able to report immediately; officers away from the station desk on rounds receive text notifications. Together, security and medical staff can discuss a plan for helping the patient, without the patient, staff, or others getting hurt.

“In healthcare, we need to balance two values. We take in any patient that shows up if they need healthcare. At the same time, we need to protect ourselves and our staff. Our goal is always to provide the best possible care to our patients while also maintaining a safe environment for those individuals, other patients, and our staff.”

- Keegan Kirby,
Clinical ED Manager, Sutter
Roseville Medical Center

Keegan Kirby, Clinical Manager at Sutter Roseville Medical Center ED, explains:

“With the Collective platform, we’ve seen a reduction in ‘unknown’ violent patients. We’re able to identify and treat these patients with a history of violence with staff that has been trained and prepared, putting them in a situation where they’re less likely to be caught off-guard by violence.”

Sometimes, prevention is as simple as meeting with the patient upfront to establish ground rules and expectations for treatment. Other times, it means carefully selecting appropriately trained staff to treat the patient or stationing security personnel in the exam room with the patient.

Clinical Outcomes

An opportunity to be prepared to provide the best possible healthcare has led to fewer incidents of violence and harm—even in historically violent patients—better health outcomes, and a safer working environment for staff and patients alike. Kirby explains:

“Just in the ED alone, we have 170 employees. Not all of those employees are going to know the 80,000 patients we see on an annual basis. The staff has loved having the safety notifications because they breed confidence and help our staff feel more secure treating those who walk in our doors.”

With the Collective platform, Sutter Roseville staff identified patients frequenting the ED with violent histories and began receiving notifications whenever these patients presented at the ED. In addition, security developed a “playbook” for addressing each of these patients that has helped staff know what to do when these patients did present. Taken together, these measures allow the teams to provide high-quality medical care to the patient while also protecting the safety of other patients and hospital personnel.

1. American Journal of Managed Care. “Violence Against Healthcare Workers: A Rising Epidemic.” <https://www.ajmc.com/>

TAKE CONTROL

collectivemedical.com/workplace-safety

Preparing for the Worst

Sutter Roseville’s security department hosts annual four-hour Managing Aggressive Behavior (MAB) trainings—equipping hospital staff with the tools for defusing violent situations and avoiding patient and staff harm.

Each MAB training includes policy reviews and updates, tips for recognizing signs of a violent outbreak before it begins, and hands-on exercises. These include distraction techniques for calming a patient until help arrives and basic deflection maneuvers for protecting staff without causing harm to the patient or others. This has been helpful in mitigating the impact of violent patients in the ED.

In one instance, a patient was admitted to the ED that had, on a previous visit, assaulted several staff members. The Collective platform notified staff of the incident, and medical and security staff used these MAB techniques to ensure this visit went more smoothly. Nobody was hurt, and the patient got the care he needed.

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.