

Violence Prevention in Healthcare **&** *The Role of WorkSafeBC Prevention Officers*

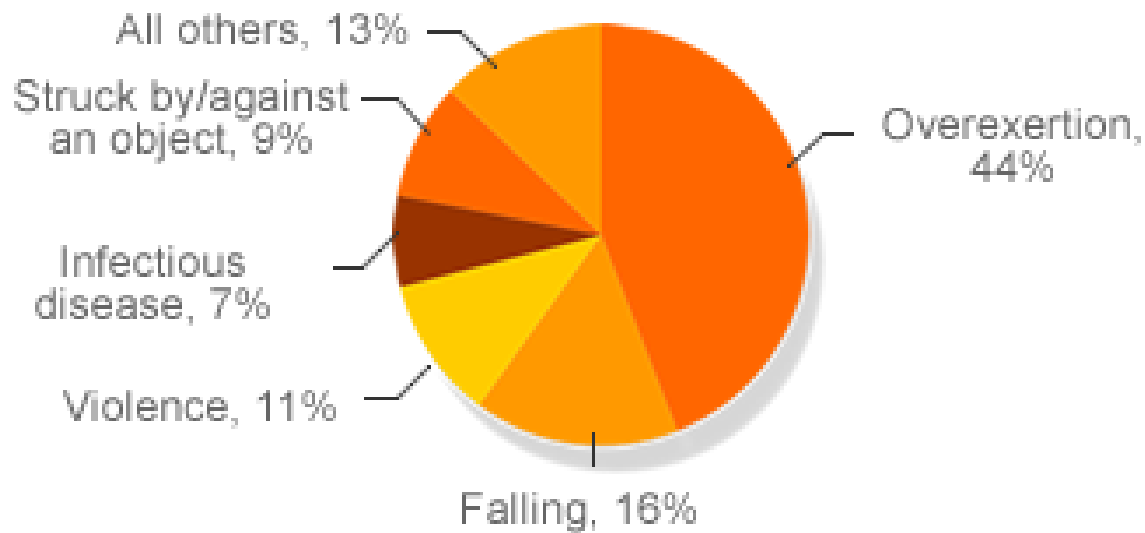


WORKING TO MAKE A DIFFERENCE

worksafebc.com

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Healthcare & Social Assistance Claims by Accident Type, 2005-2009



Data Source: WorkSafeBC Statistical Services

Objectives

- OHS Law & Definition of Violence
- What does compliance look like?
- Healthcare Inspections
- The role of Prevention Officers in Healthcare

Health & Safety: Is it the Law?

- Employer WCA 115
- Worker WCA 116
- Supervisor WCA 117



Definition of Violence

OHSR 4.27

- "*violence*" means the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury”

Violence Regulation cont'd

- OHSR 4.28 Risk assessment
- OHSR 4.29 Procedures and policies
- OHSR 4.30 Instruction of workers
- OHSR 4.31 Advice to consult physician in the event of an injury

What does Compliance look like

- Risk Assessment
- Policies, procedures/protocols
- Worker training (P&Ps, violence training, Point of Care Assessments)
- Barriers, rooms, panic buttons, alarms
- Supervision
- Communication of information
- ADLs, Kardex, and Care Plans are updated and consistent (who is responsible?)
- Incident Investigations

What is an Inspection?

- No longer “the program approach”
- Focuses on the “front line”
- Provides ownership to Unions and Managers at the site
- Involves workers
- Examines systems in place
- Identifies gaps in system



Inspection Process

- Manager and worker representation
- Walk-through of facility/department
- Conversations with workers
- Review of specific examples
- Review of paperwork i.e. care plans, ADLs, Kardex, communication book
- Review of incident investigations

What questions do we ask?

- Who are the clients who have history of aggression/acting out?
- Where would you go to find more information about the client if you are not certain?
- When would you report an incident? To whom?
- How would casual workers be informed?
- How would other workers be Informed?
- Is there any type of flagging system in place?
- What other services are involved? GPEP, Community psych?

The Inspection Report

- Inspection Report (IR) is written and delivered
- Report is discussed with employer and worker rep
- Report is posted in a prominent place for workers

Prevention Officer Roles

- Inspection and enforcement
- Consultation
- Education

Summary

- Aggression & Violence are synonymous
- Compliance is based on the OHSR
4.27 - 4.31
- Healthcare Inspections involve discussions and review with workers and management
- Prevention Officers Inspect, Enforce, Consult, Educate

Resources

- WorkSafeBC web-site:
www.worksafebc.com
- Prevention Information Line:
1- 888- 621-SAFE (7233)
- Worker Centre link:
<http://www.worksafebc.com/workers/default.asp>
- *“Dementia - Understanding Risks and Preventing Violence”*

Questions

