



VIP Solution Development Residential Care Staff Safety Chat Questions

Preamble

Hi, my name is _____

- I am a member of the JOSHC and a _____(clinical profession)
- I work on _____ Unit

We will be implementing a new violence prevention program and we would like to get your feedback to develop solutions to decrease the risk of violent/aggressive episodes on your unit.

We would like to ask you a few questions. We want to make it clear that we are looking at what we can do to provide front line staff with more tools to assist them in managing and preventing aggressive incidents on their unit and we are not evaluating you or your practice. Your responses will stay anonymous; we will be grouping the information we find together and won't use anyone's name or attribute what they say to their name.

We will be conducting safety chats _____(when) and expect to compile the results and submit the report by_____. Depending on what is proposed, we expect that the employer will be involved in implementing controls over the next 6 months. Your department will receive a an update on the process on _____

Staff Member Information:

What is your Job Title?

How long have you been working in your current area?

How long have you been working in healthcare?

Survey

Assessing and Communicating risk

- 1) How is risk for aggression typically assessed in your care area? (Prompt if stuck or unclear: What does the resident assessment usually look like? Who does it, how, what tool or process do you use?)
 - a) How effective or successful do you feel this process is?
 - b) Do you have any feedback or suggestions to improve the process?

- 2) In your area, how is a resident's potential risk of aggression usually communicated to:
 - i) Other caregivers?
 - ii) Support staff (housekeeping, food service, maintenance)?
 - b) How effective or successful do you feel this process is?
 - a) Do you have any feedback or suggestions to improve the process?

Care planning and documentation

- 3) If staff feel a resident has the potential to be aggressive, what do staff on your unit do next in terms of planning or documentation?
 - a) How effective or successful do you feel this process is?
 - b) Do you have any feedback or suggestions to improve the process?

- 4) What do staff in your care area do to keep safe while caring for residents who are agitated or aggressive?
 - a) How effective or successful do you feel this process is?
 - b) Do you have any feedback or suggestions to improve the process?

- 5) On your unit, how do physicians assist in helping staff manage an aggressive resident?
 - a) Is this helpful?
 - b) Do you have any feedback or suggestions to improve the process?

Incident Response

- 6) If a resident starts to get agitated and escalates towards aggressive behaviour (emotional outburst but not yet physically acting out), what tools/resources/strategies do staff on your unit have to deal with this situation? (No prompting)
 - a) How effective are these tools/resources/strategies?
 - b) Do you have any feedback or suggestions to improve the access to or use of these tools/resources/strategies?

- 7) If a resident starts to physically act out and you feel other residents and/or other staff are in danger, what tools/resources/strategies do staff on your unit have to deal with this situation? What would staff do? (No prompting)
 - a) How effective or successful do you feel this process is?
 - b) Do you have any feedback or suggestions to improve the process?

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- 8) What methods do staff on your unit use to contain an aggressive resident?
 - a) How effective or successful do you feel this process is?
 - b) If any tools (e.g. Broda chairs with tray attached) are used
 - i) Are they readily available?
 - ii) Who maintains these?
 - c) Do you have any feedback or suggestions to improve the process?

- 9) Do staff on your unit have the opportunity to contain an aggressive resident in a private or secure room if needed? Yes _____ No _____
If yes:
 - i) Is there a standard process used to monitor the resident?
 - a) How effective or successful do you feel this process is?
 - b) Do you have any feedback or suggestions to improve the process?

- 10) Is there an incident response process in the facility? Can you call other staff for assistance if a resident is really aggressive? If so:
 - i) How long does it generally take for co-worker to arrive?
 - ii) How many people generally come?
 - iii) Does the response vary during the evening/night/weekend shifts?
 - a) How effective or successful do you feel this process is?
 - b) Do you have any feedback or suggestions to improve this process?

- 11) When (under what circumstances) would staff on your unit call the RCMP?
 - a) How effective or successful do you feel this process is?
 - b) Do you have any feedback or suggestions to improve this process?

Post incident response

- 12) How do staff generally report an incident involving aggression? If so, are you aware of incidents being investigated? How does it impact the resident's care plan?
 - a) How effective or successful do you feel this process is?
 - b) Do you have any feedback or suggestions to improve the process?

Overall Suggestions

- 13) What is the one thing which would make the biggest difference to prevent or manage resident agitation/aggression on your unit?

- 14) Do you have any other comments or questions about managing / preventing aggression and agitation on your unit?

Thank you very much for talking to us today! Your feedback will help us to develop better prevention programs for your facility.