Improving Workplace Violence Competence Within A Pediatric Emergency Department

PURPOSE/BACKGROUND
Workplace violence (WPV) in healthcare is a well-documented phenomenon with emergency departments (EDs) noted as high-risk, vulnerable locations. At this organization, disturbance calls increased for five consecutive quarters. Additionally, WPV was listed in the top five concerns in the annual hazard vulnerability assessment. The purpose of this DNP project was to implement a multifactorial intervention focused on enhanced competence and confidence in ED nursing team members’ response to WPV.

METHODOLOGY
A multi-factorial intervention was developed based on a literature review that identified programs and interventions resulting in desired outcomes. This intervention included an environmental risk assessment, evidence-based computer module, an interactive didactic session, and simulation exercise. Pre and post assessments were evaluated for comparison.

RESULTS
Eighty-five percent of nursing team members targeted successfully completed the program and pre and post-assessment response rates were 77.9% and 66.4% respectively. Competence scores between pre and post assessments resulted in a 17.7% increase in mean scores. Confidence scores demonstrated a 17.1% increase in mean and 19.0% increase in median scores. Statistical significance was noted in many individual questions.

IMPLICATIONS
Literature supports that WPV training creates a safer environment for employees and patients. A multifactorial intervention to address WPV competence, confidence, and safety perceptions should be implemented in ED’s. Advocacy for WPV awareness and training across a variety of healthcare and professional organizations should be considered, as WPV events can occur in any setting.