

Contra Costa Regional Medical Center (CCRMC) and Health Centers (HC)

Workplace Safety Event Data 2019

Workplace Safety Events

Reported safety incidents by
a patient, employee, or
other

EXECUTIVE SUMMARY

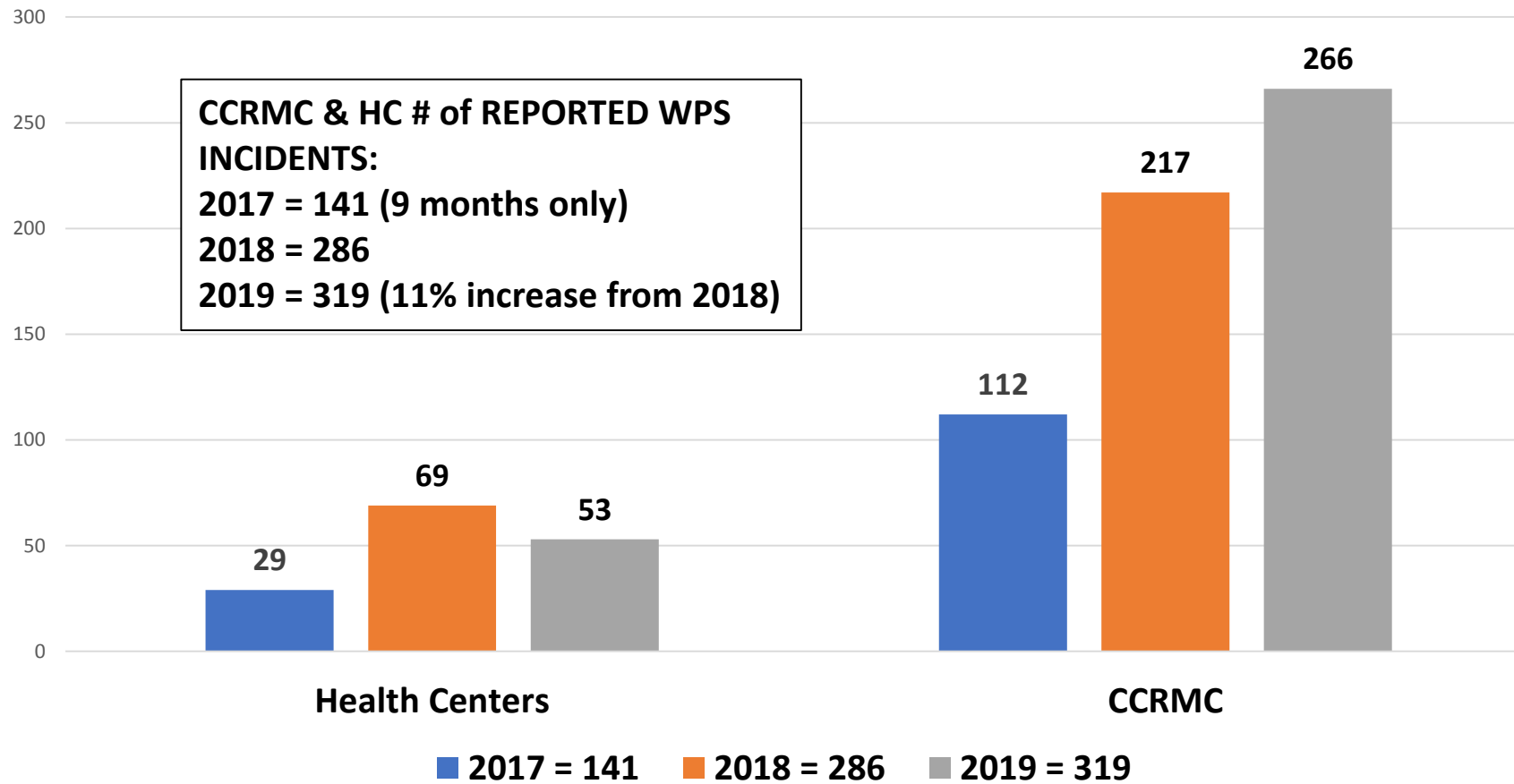
- All Workplace Safety (WPS) events are reported through the Safety Event Reporting System (SERS), an employee accessible online system.
- WPS events are any event when a patient, visitor, or staff is verbally or physically threatening towards another staff.
- In April 2017, tracking began on WPS events and staff were trained on how to report WPS events in SERS.
- In 2018, CalOSHA required WPS event reporting. Staff were trained on how to recognize and prevent WPS.

EXECUTIVE SUMMARY – CONTINUED

- In 2019, WPS event reporting was encouraged as part of WPS training (“Speak up for Safety”).
- December 2019, SERS system was upgraded making reporting more user friendly for staff, and easier to track report.
- Reported WPS Events at CCRMC & HCs increased by 11% from 2018 to 2019. Contributing factors:
 - Staff trained to recognize and report WPS events.
 - Some WPS events may be related to challenging behavior of extended and difficult to place patients.

WORKPLACE SAFETY EVENTS

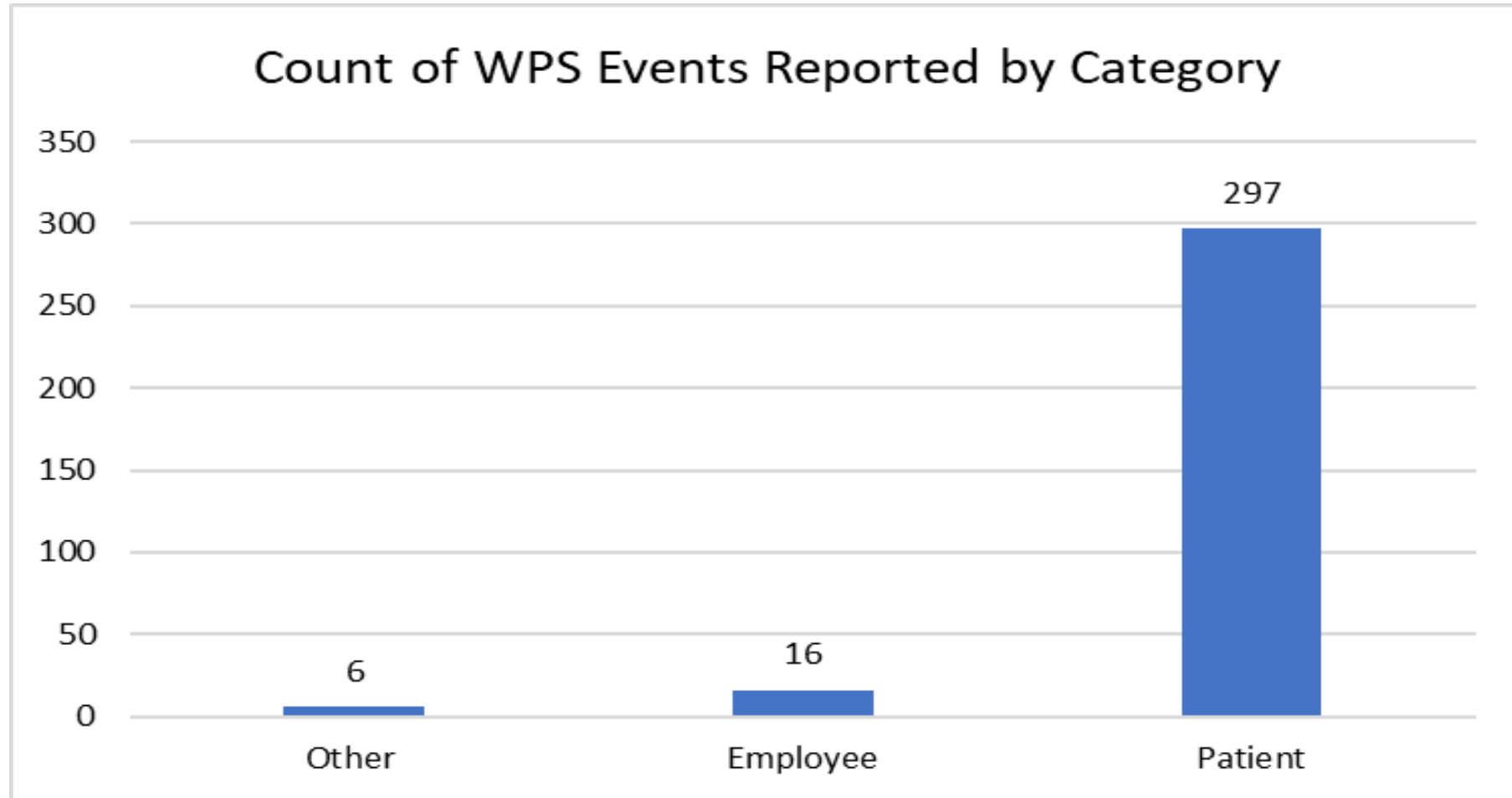
Number of Work Place Safety Incidents reported 2017-2019



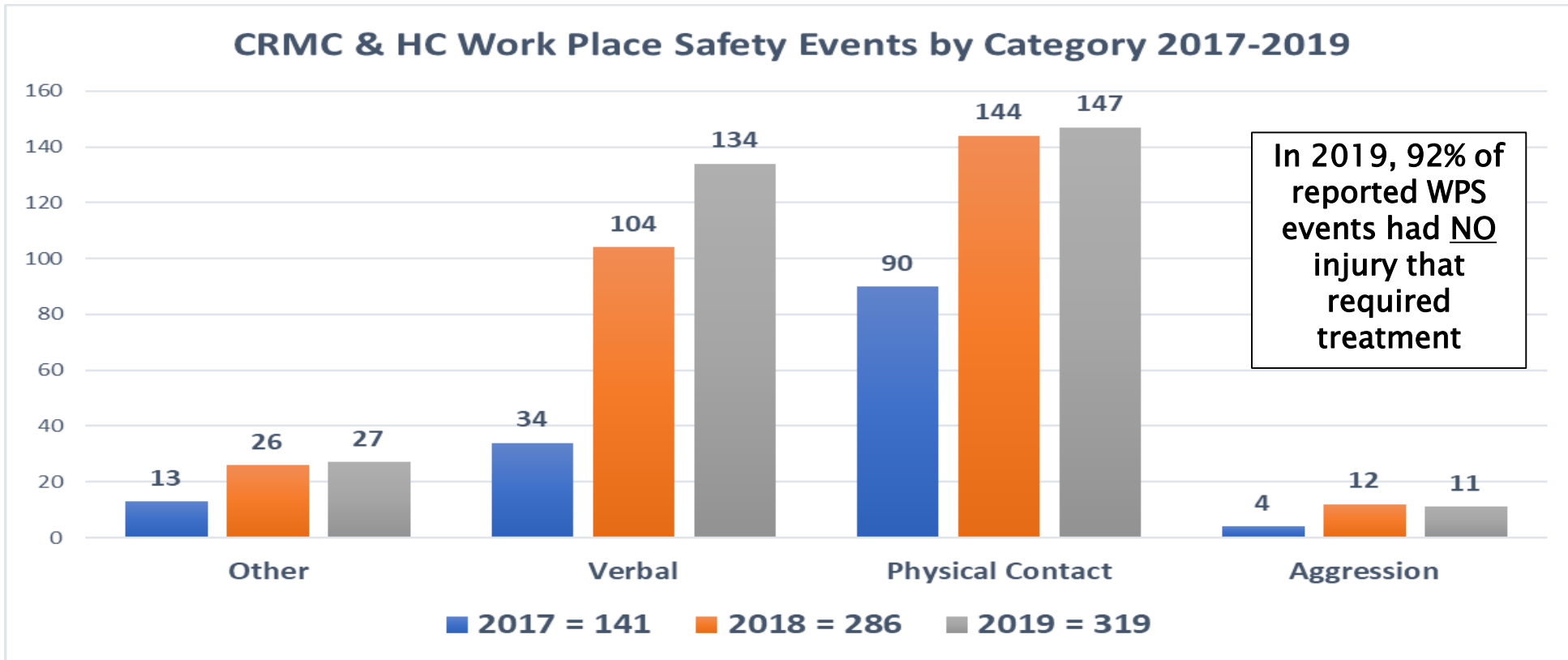
EXECUTIVE SUMMARY – CONTINUED

- In 2019, WPS events are categorized by:
 - Patients: 93%
 - Employee: 5%
 - Other: 2%
- WPS events not requiring medical treatment: 92%
- WPS events requiring medical treatment: 8%

REPORTED WPS EVENTS in 2019



REPORTED WPS EVENTS – All Types



Categories of Workplace Safety events reported in 2019:

- 8% were Other (including spitting or throwing liquid, sexually inappropriate touching)
- 42% were Verbal/Written Threats (no contact with employee)
- 46% were Physical Contact (including grabbing, pushing, scratching, hitting/punching, kicking, biting)
- 4% were Aggression (gestures/charging, property destruction, but no contact with employee)

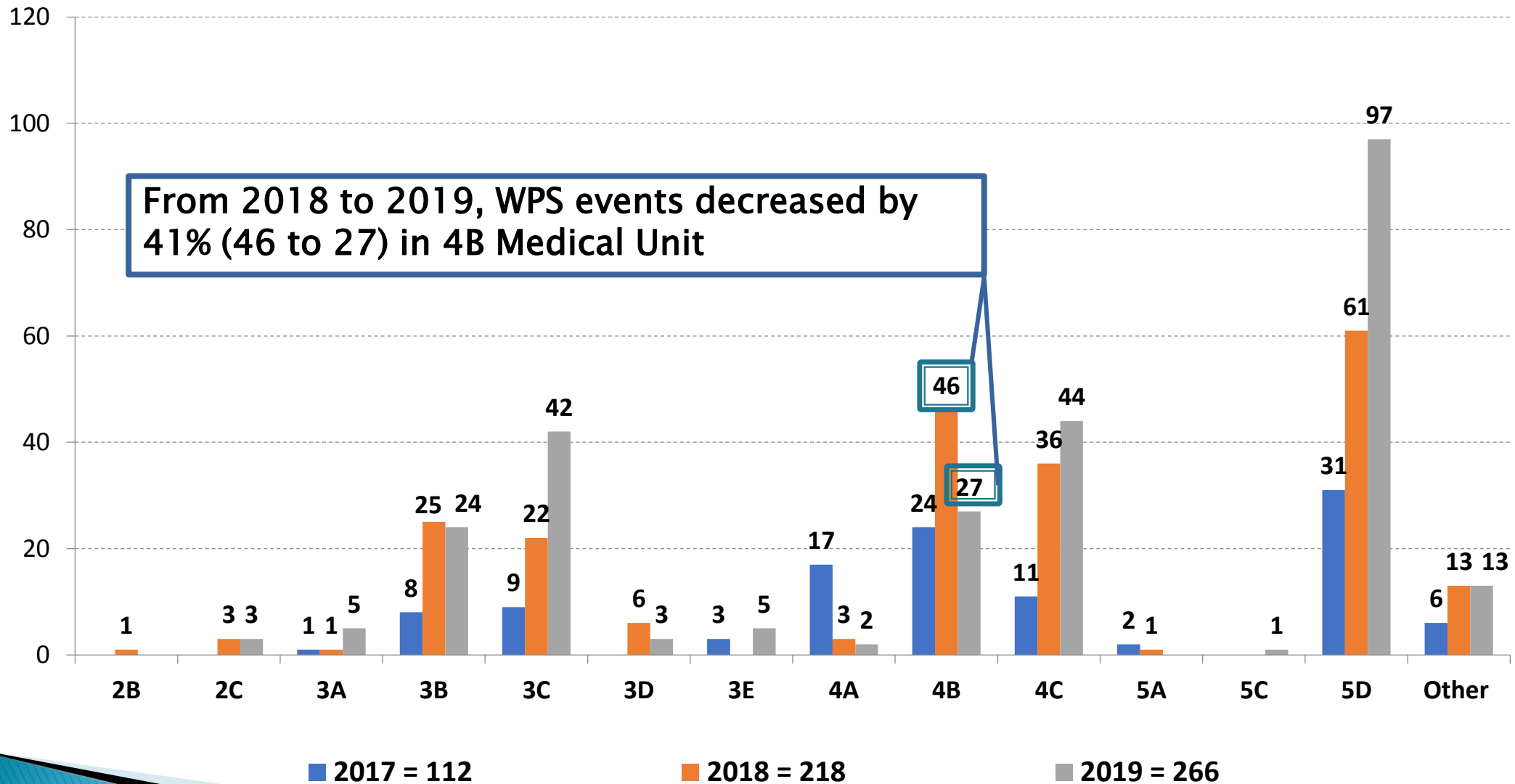
Note: Workplace Safety Reporting includes additional categories.

EXECUTIVE SUMMARY – CONTINUED

- From 2018 to 2019 at CCRMC, WPS events decreased in 4B Medical Unit by 41%.
 - The Psychiatry Department trained, supported and intervened to better manage patients with aggressive/difficult behaviors.
 - WPS Work Group started in January 2019.

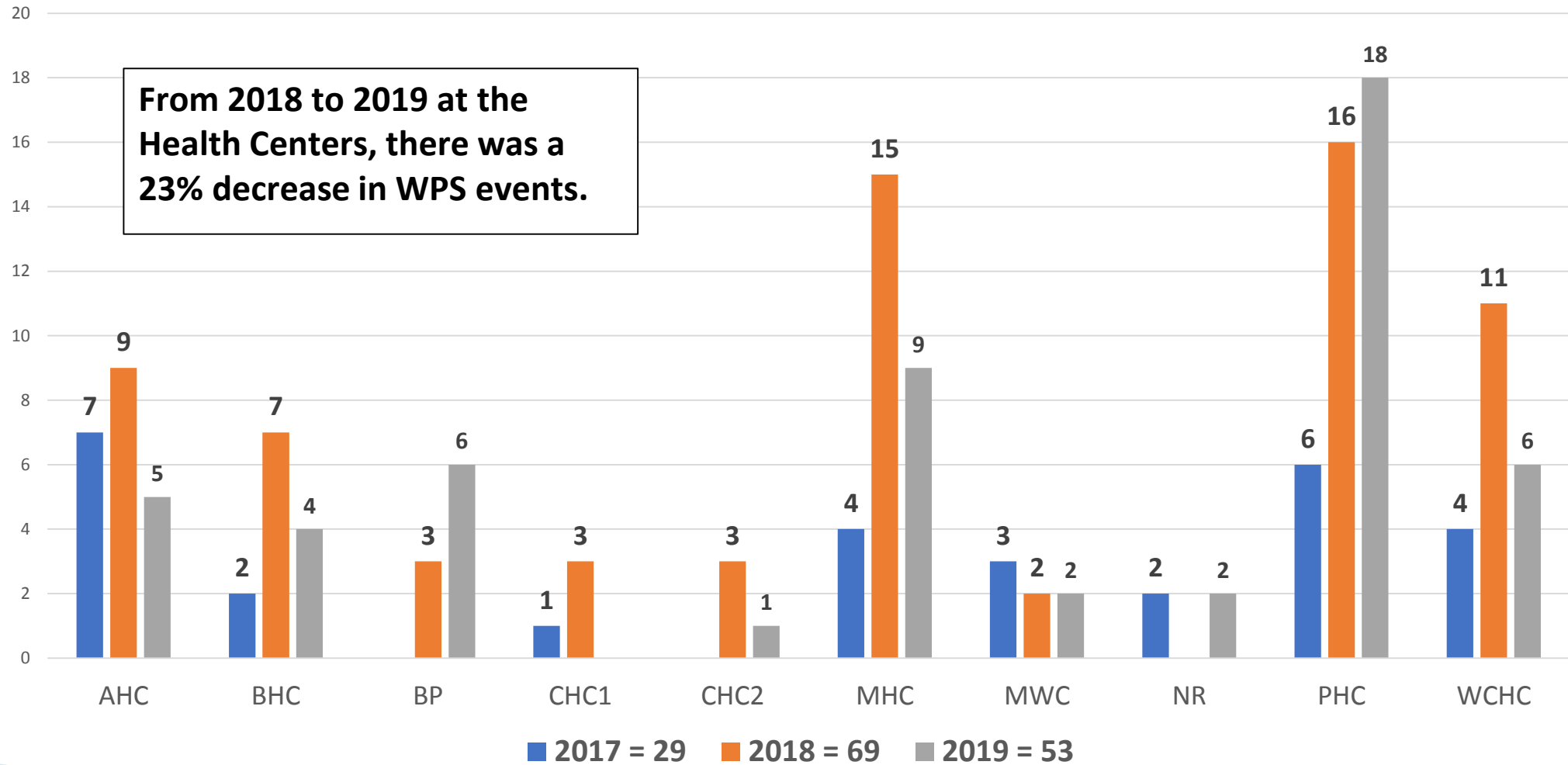
- From 2018 to 2019 at the Health Centers: WPS events decreased by 23%.
 - Ambulatory Nursing Education and Training Specialist became certified as a Crisis Prevention Institute (CPI) instructor:
 - Developed ambulatory care curriculum
 - Classes started in 2019 and are continuing into 2020

Number of CCRMC Work Place Safety Incidents Reported by Unit 2017 to 2019



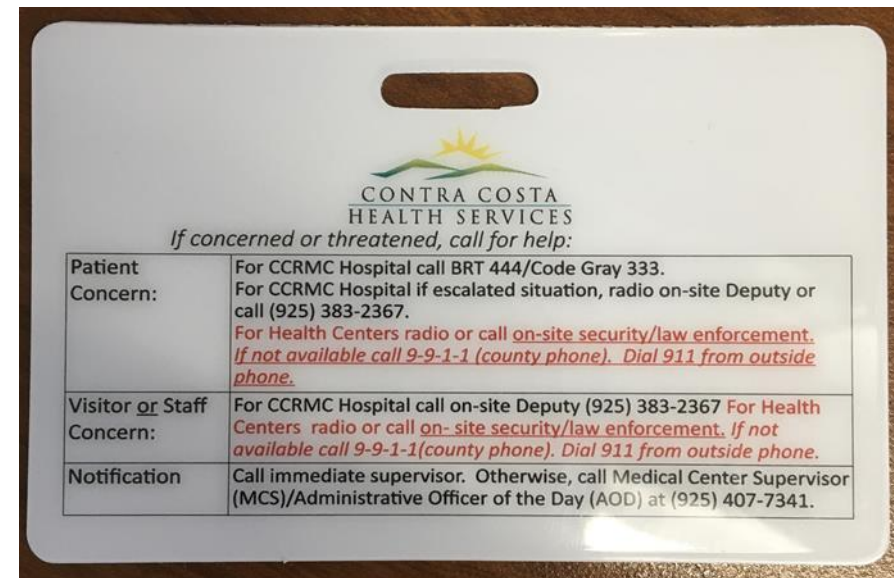
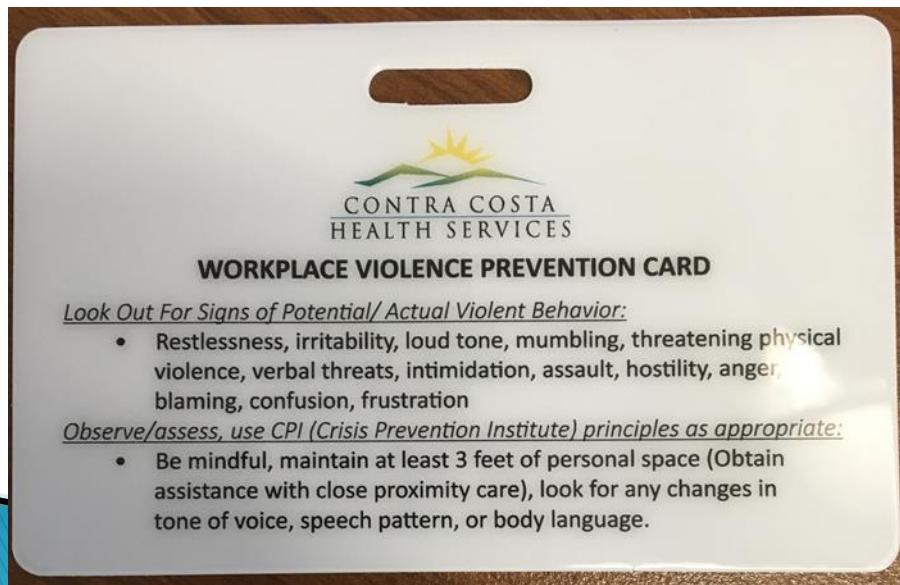
WPS by HEALTH CENTER

Number of Work Place Safety Incidents Reported by HC



CCRMC & HC WORKPLACE SAFETY INTERVENTIONS

- In 2019, total of 1963 employees received WPS training.
- Active Shooter training.
- Staff provided with quick reference WPS guidelines and contact information for further support.



CCRMC & HC WORKPLACE SAFETY INTERVENTIONS

- 1448 staff trained in techniques for de-escalation and safe management of behavioral changing patients from Crisis Prevention Institute (CPI) principles.
- Two Registered Nurses (RN) and One Occupational Therapist (OT) certified as Dementia Capable Care Specialist Instructors
 - Total of 102 staff trained to manage dementia patients.
- Effective January 2020, in collaboration with personnel, we are now providing healthcare customer service training to all new staff upon hire.
 - Total of 35 staff trained to date.

WPS INTERVENTIONS – TRAINING in 2019

- Psychiatry Department Education and Training Specialist and Charge Nurses developed a training curriculum to assist in managing patients on Medical–Surgical units:
 - 32 RN trained on Verbal de–escalation.
- Behavioral Response Team (BRT) staff was stationed in Medical–Surgical units as a subject matter expert to:
 - Assist with patient observation
 - Support staff and to address missed opportunities
 - Emphasize CPI principles
- Nine Medical/Surgical RNs received a comprehensive training given by BRT staff on how to manage patient with challenging behaviors.

WPS INTERVENTIONS–EQUIPMENT/PERSONNEL

- 27 Safety Alarms installed on CCRMC campus
 - When an alarm is pressed, hospital deputies are alerted with staff location for immediate response.
- 39 Walkie–Talkie/Radios provided to Hospital Departments.
 - For direct communication to hospital deputies and other hospital departments.
- 42 additional access badge card units installed in CCRMC
 - Ongoing evaluation and assessment to expand to other departments.
- Deputy Rounding on all units to support and address staff safety concerns.