

Psychiatric-Mental Health Update

The Safe Workplace Environment

Gregg J. Lepper
Greensfelder, Hemker & Gale, P.C.
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The Safe Workplace

A hospital is one of the most dangerous places to work!

OSHA-2011

The Safe Workplace

Do you believe violence is part of the job?

Safe Workplace: Other Headlines

- ***ANA calls for zero tolerance of violence.***
- Hospitals must take proactive approach against violence.
- Assaults against nurses soar in Minnesota and reflect nationwide trend.
- Surgeons look to psychiatry to reduce risk of patient violence.

Safe Workplace: Responsibility

- Everyone is responsible for workplace safety!
- Safety must echo in the workplace!
- Increased work safety will enhance quality care!

Safe Workplace: Prevention

- Does your employer have a “***Workplace Violence Prevention Program?***”
- Components of such a program include:
 - Management commitment and employee participation;
 - Worksite analysis and hazard identification;
 - Hazard prevention and control;
 - Safety and training; and
 - Data collection and audit.

Safe Workplace: Leadership

- Identify the leadership approach to work safety.
- Develop a comprehensive program for the approach.
- Identify the organization's commitment to this approach.
- Collect data and audit for compliance.

Safe Workplace: Teamwork

- Management commitment to safety is a specific and critical component of a “safety climate.”
- A positive safety climate is critical to keeping workers safe on the job.
- To improve worker safety, leaders must work to maintain environments where teamwork can thrive.
- CMS and the accrediting organizations look for “teamwork.”

Safe Workplace: Staff

- All staff must be aware of their duty to promote safety in the workforce.
- All staff must fulfill their duties to work as a cohesive team.
- All staff must understand that discipline ***may be*** necessary if a member of the team fails to live up to his/her duties.

Safe Workplace: Security Personnel

- Need to define the role of “Security Personnel” and “Law Enforcement” in the hospital.
- ***A hospital must invest in educating all hospital staff on the role of “Security Personnel,” and “Law Enforcement,” especially in patient care areas, such as the ED.***
- Need to focus efforts on de-escalating inappropriate behavior, not “hands-on” engagement.
- “Security Personnel” and “Law Enforcement” should never take the lead for patient care decisions.

Safe Workplace: Problem Areas

- Lack of appropriate training
- Lack of teamwork
- Lack of accountability
- Burnout
- Inadequate security presence
- Feelings of disrespect, anger and helplessness

Safe Workplace: Signage

- CMS does not approve of hospitals posting signs which could dissuade patients from remaining at the hospital to receive EMTALA covered care.
 - CMS does not believe such signs reduce violence.
 - CMS believes such signs could violate EMTALA.
- CMS compared this to the practice of hospitals refusing to provide patients with controlled drugs because they had abused drugs in the past.

Safe Workplace: Recommendation

- Nurses should promote and actively participate in a “Workplace Violence Prevention Program.”
- Nurses should demand ongoing education from their employer which will contribute to the prevention of violence.
- Nurses should ensure that they focus on “teamwork” in order to reduce violence.

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Questions?

Contact Information

Gregg J. Lepper
Greensfelder, Hemker & Gale, P.C.

(314) 516-2658

gl@greensfelder.com

www.greensfelder.com