

Southern Health's Strategy to Address Occupational Violence & Aggression

Change Champions Conference : 18-19 November 2010

Priscilla Miller, OHS Consultant

Southern Health



integrity • compassion • accountability • respect • excellence

Southern Health

Better Health for Our Community

Areas to be Covered

- Profile of Southern Health
- Definition of Occupational Violence & Aggression
- Factors which led to the Violence and Aggression Project
- Aims of Violence and Aggression Project
- Areas addressed and Priority Tasks
- Risk Management Framework
- Timeframe for Project

Profile of Southern Health

Largest health service and is located across South East Melbourne

Employs over 13,000 at 45 sites

Provides health services across the entire lifespan

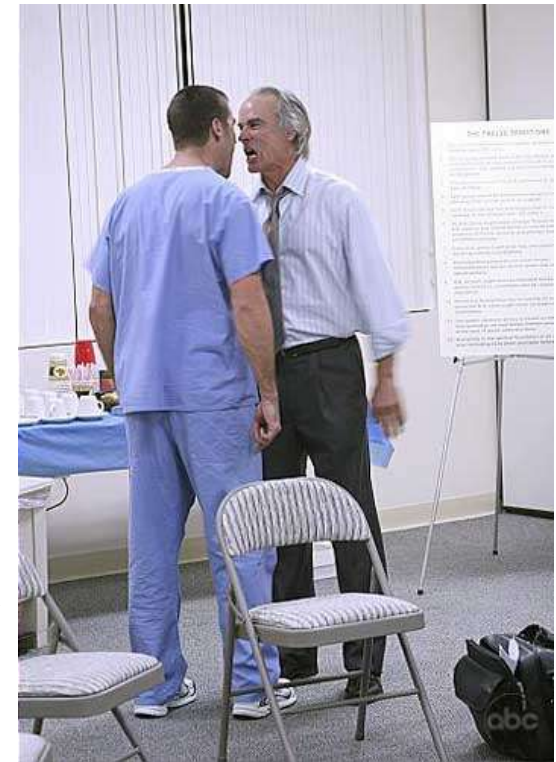
Admits nearly 180,000 hospital patients and handling over 154,000 emergency presentations

Serves over 22% of Melbourne's population



Defining Occupational Violence & Aggression (OVA)

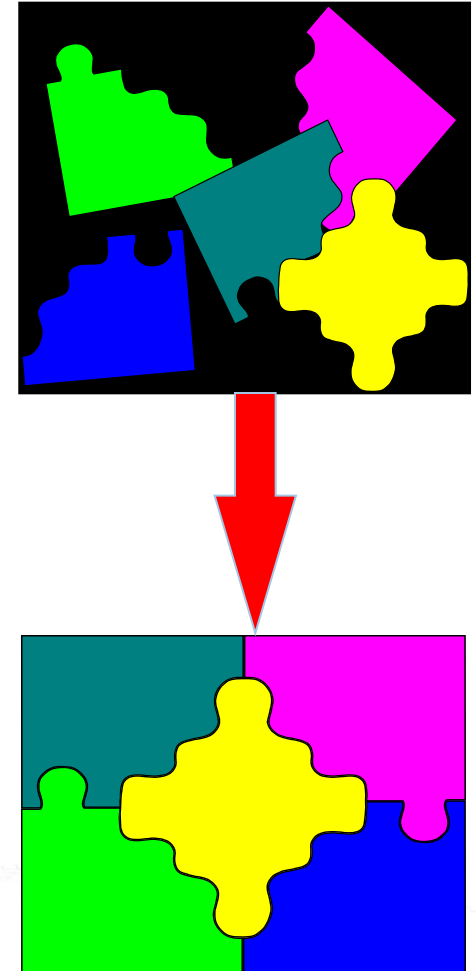
- Occupational violence is defined as any incident where an employee is abused, threatened or assaulted in circumstances arising out of, or in the course of their employment.
- Occupational violence can be perpetuated by a co-worker, client or patient, a person known to the organisation or a stranger.



Adapted from *WorkSafe Guidance Note Feb 2003*

Factors which led to OVA Project

- Incidence & detrimental effects of OVA - including physical, psychological injuries, WorkCover costs
- Victorian Taskforce on Violence in Nursing
- Implementation of RiskMan
- Training needed to be reviewed
- Implementation of OHS Management System

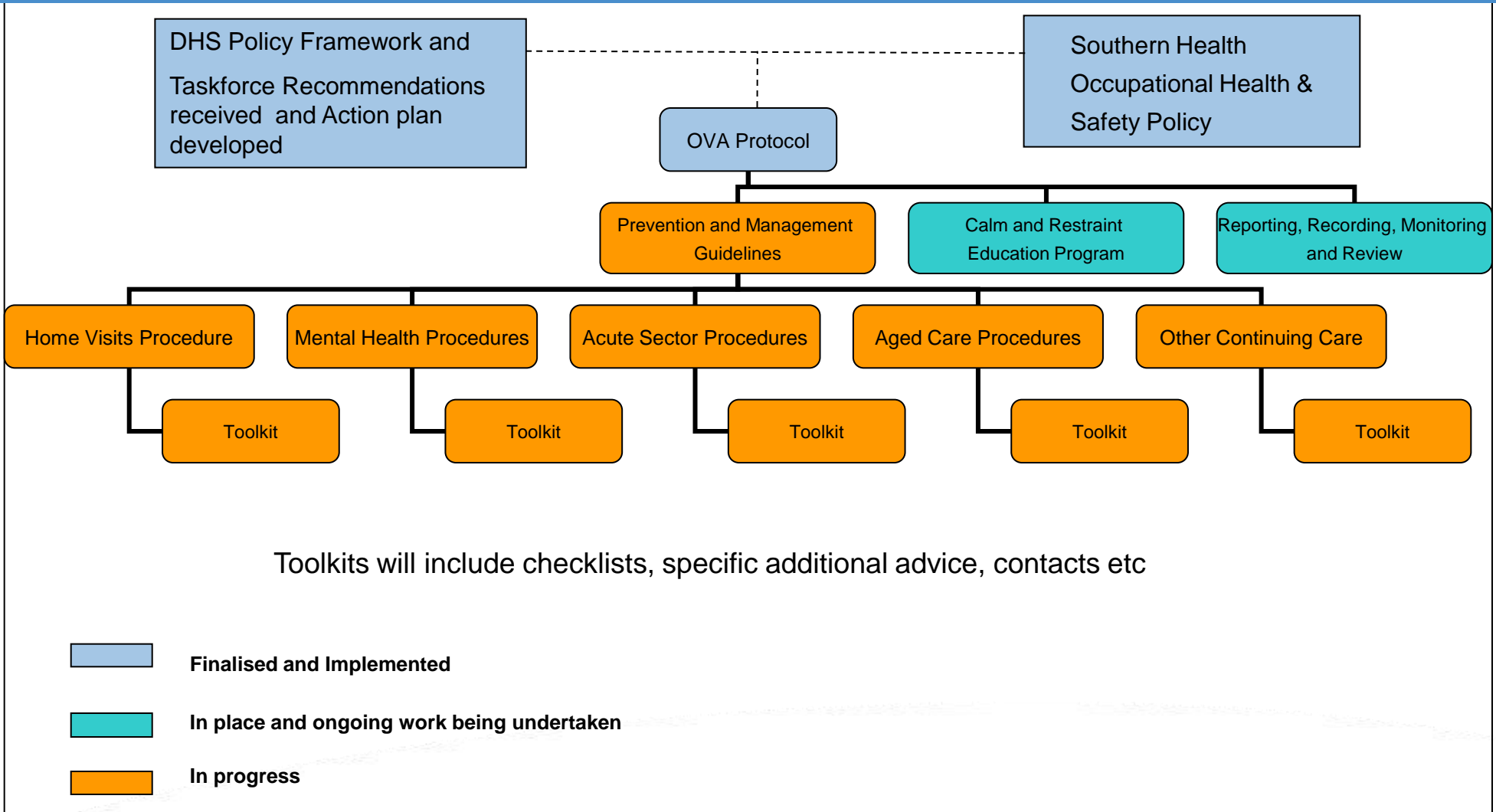


Aims of OVA Project

- To develop a strategy to minimise the incidence and severity of OVA.
- To consider current approaches to the management of OVA in various areas in Southern Health.
- To develop minimum standards for the prevention and management of OVA.
- To monitor the effectiveness of the OVA strategy



Occupational Violence & Aggression Strategy

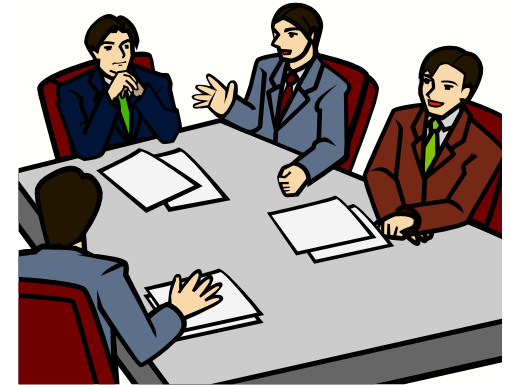


Key Areas addressed & Priority tasks

- Southern Health OVA Reference Group
 - Consider all aspects of OVA in all Southern Health Workplaces
 - Provide methods to adopt practical measures to prevent OVA incidents and reduce injuries sustained
- Action Plan based on Vic. Taskforce recommendations
- Employment Survey: highlights
- Southern Health Prevention of OVA Protocol

Key Areas addressed & Priority tasks

- Training: CARE, On-line training and De-escalation
- Building Better Partnerships project
- Working with various programs to review and revise existing procedures
- Where required, developing Program Specific Procedures and tool kits.



Risk Management Framework

➤ A risk management approach adopted:

- Identify hazards
- Assess the risks
- Implement controls



Hierarchy of Control – How can this be used to prevent OVA?

➤ **Eliminate** the hazard and so eliminate any risks

Virtually impossible to eliminate or isolate

➤ **Substitute** or review processes

Environmental Design and OVA Risk Assessment Tool; review current processes.

➤ **Isolate** the hazard:

- Applicable OVA Training
- OVA Staffing Considerations
- Work procedures & practices
- Managing OVA incident reporting,

➤ **Administrative controls**

➤ **Personal protective equipment**

Duress Alarms in place.

Using a Risk Management Framework

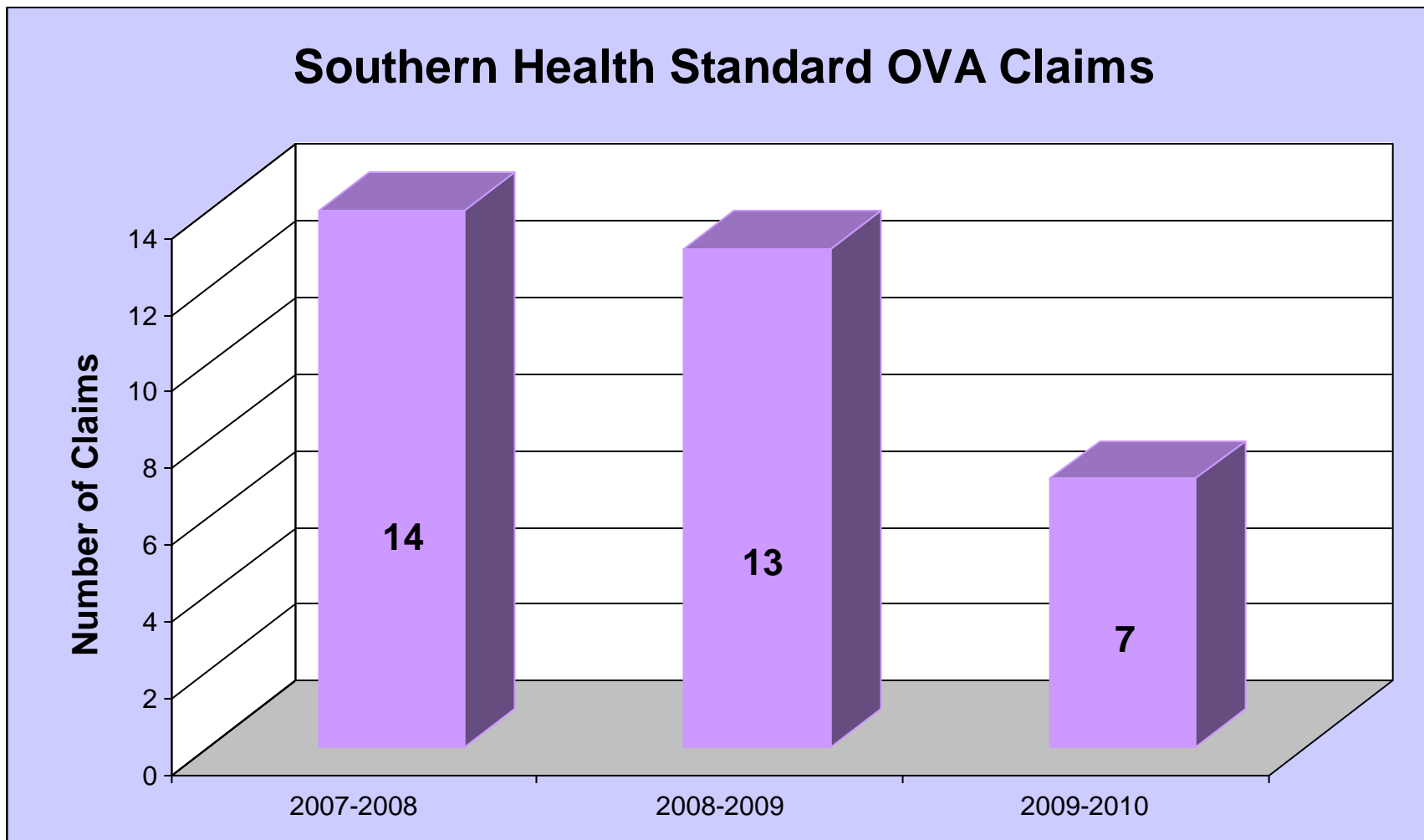
- Focusing on:
 - Physical environment
 - Work procedures and practices
 - Training
 - Incident management



Areas of Focus

<i>Focus Areas</i>	<i>Strategy</i>
Physical environment	<ul style="list-style-type: none"> ➤ OVA Risk Assessment checklist ➤ Implementing appropriate principles when constructing or modifying facilities
Work procedures and practices	<p>Specific procedures developed, such as:</p> <ul style="list-style-type: none"> ➤ Off-site visiting guidelines ➤ Managing OVA incidents in Dialysis ➤ Various Mental Health Guidelines on managing and preventing OVA
Training	<ul style="list-style-type: none"> ➤ On-line Training ➤ 1 x Day De-escalation Training ➤ 2 or 4 day Calm and Restraint Education
Incident Management	<ul style="list-style-type: none"> ➤ Support and Assistance ➤ Reporting, recording & responding

Occ. Violence & Aggression (OVA) Claim Data



Timeframe for Project

- Strategy accompanied by a project plan.
- All tasks are carefully monitored to ensure timelines are met.
- Ongoing.....

