



Evaluating Workplace Violence Prevention Measures in New York State Hospitals

New York State Nurses Association

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Background

New York State Nurses Association



Largest union and professional association for nurses in New York State

Represents 42,000 registered nurses

Represents 150 hospitals, nursing homes, public health departments, city agencies, and school districts across New York State

Advocates for safe staffing, defends professional wages and benefits, and fights for a just healthcare system for all New Yorkers

Why is this project important?

- Nurses are at risk of assault due to their proximity to patients
- 1 in 4 nurses are assaulted in the workplace
- Only 20-60% of assaults are reported
- 13% of missed workdays are attributed to workplace violence

Objectives

- Evaluate effectiveness of violence prevention measures implemented across hospitals in New York State
- Determine root causes of violence and abuse faced by nurses and hospital staff
- Provide recommendations for violence prevention measures



Methods

- Mixed methods approach
- OSHA 300, PESH SH900, & Workplace Violence logs
- Worksite visits
- Interviews
- Focus groups

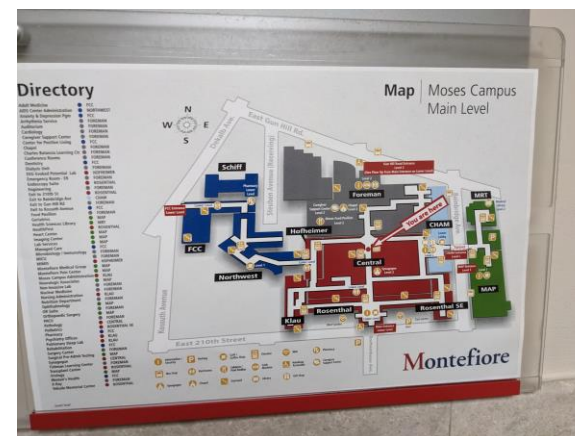
Hospitals Examined



Jacobi Medical Center,
the Bronx, NY (Public)



The Brooklyn Hospital
Center, Brooklyn, NY
(Private)



Montefiore Medical
Center, the Bronx, NY
(Private)



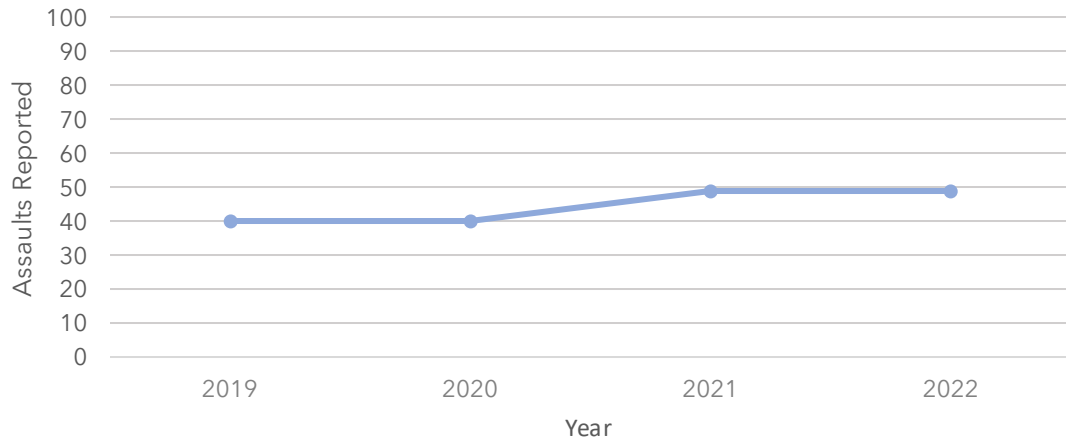
Erie County Medical Center,
Buffalo, NY (Public)



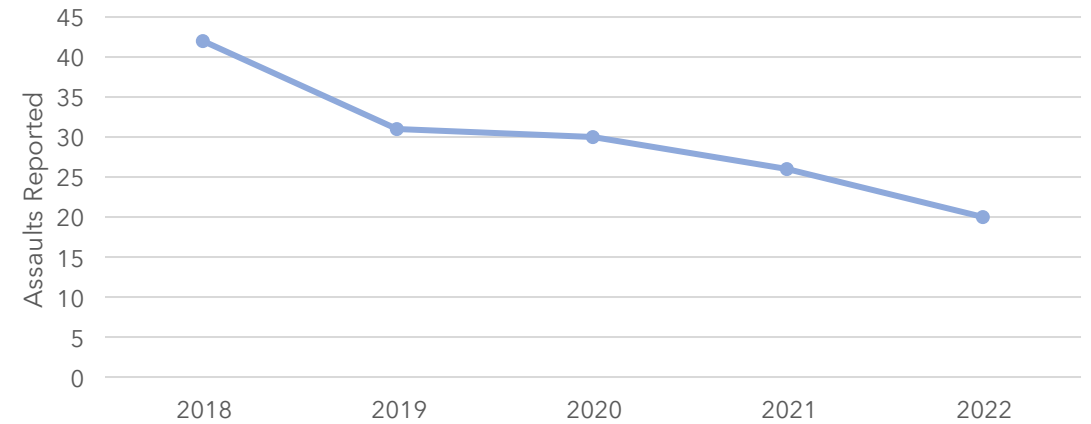
Richmond University
Medical Center, Staten
Island, NY (Private)

Data collection: OSHA & PESH logs

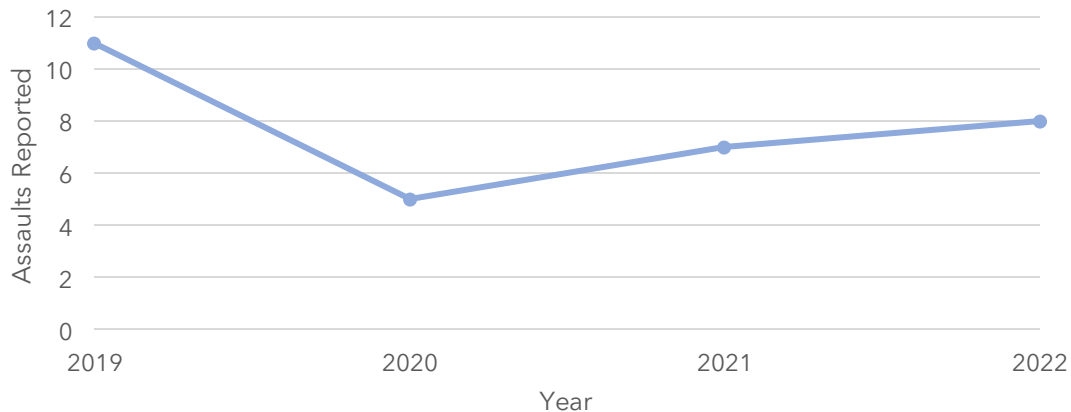
Yearly Total Assaults Reported by Nurses at Erie County Medical Center



Yearly Total Assaults Reported by Nurses at Jacobi Medical Center (WPV)

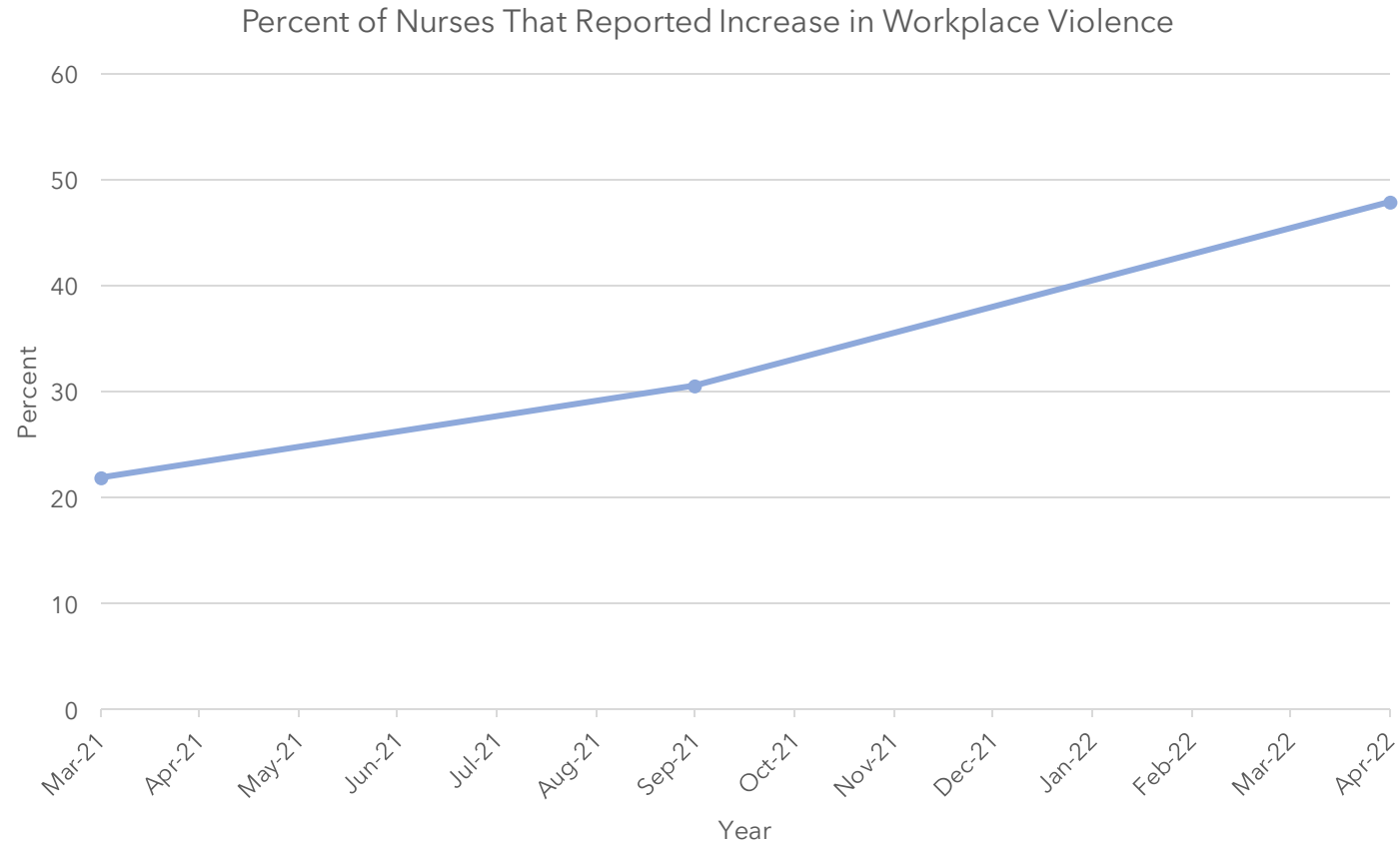


Yearly Total Assaults Reported by Nurses at Montefiore Medical Center



Workplace violence faced by nurses has **increased** at Erie County Medical Center (ECMC) and Montefiore Medical Center but **decreased** at Jacobi Medical Center. Data for Richmond University Medical Center (RUMC) and The Brooklyn Hospital Center (TBHC) were for too short time periods to draw conclusions.

Data Collection: National Trends

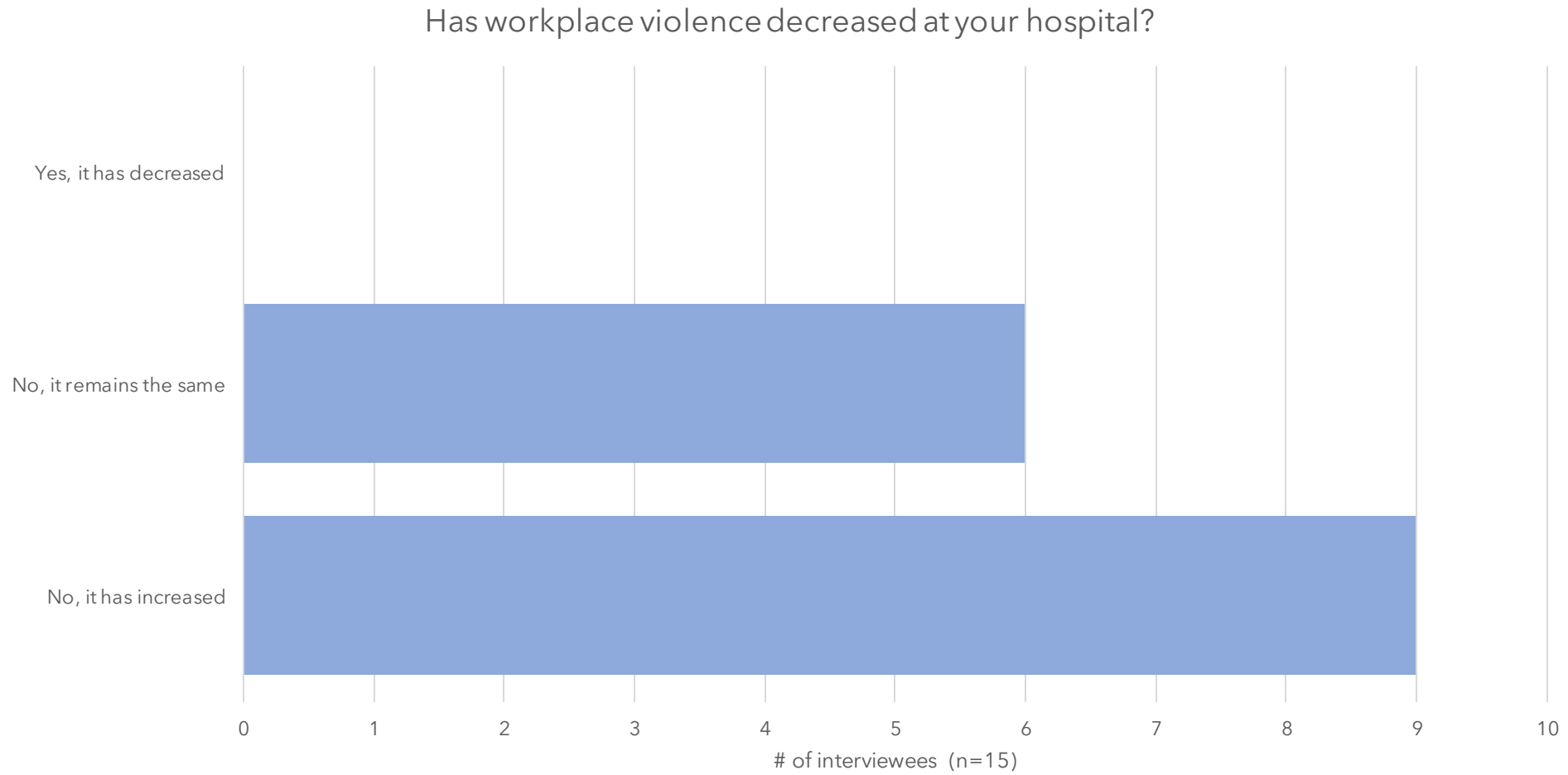


In a 2022 survey conducted by National Nurses United, **48% of nurses reported a small or significant increase in workplace violence**. This is up from the 30.6% reported by nurses in Sept. 2021, and the 21.9% reported by nurses in March 2021

Focus Group: What have these 5 hospitals done to reduce workplace violence?

Measures Implemented	Location Implemented	Pros & Cons
Weapons screening	Jacobi, Montefiore, TBHC, RUMC, ECMC	<ul style="list-style-type: none"> ○ Good deterrent ○ Enforcement varies ○ Questionable optics ○ 'Employees' not screened
Configuration of nurses' station	RUMC, Montefiore, Jacobi	<ul style="list-style-type: none"> ○ Can serve as barrier between nurses and patients ○ Can leave nurses vulnerable to patients
Personal panic alarms	Montefiore	<ul style="list-style-type: none"> ○ Triggers code PANDA ○ Alarms may not work outside of select areas ○ No way to determine if functional without triggering response
Armed police in ED	TBHC, ECMC, Jacobi	<ul style="list-style-type: none"> ○ Makes nurses feel safer ○ Questionable optics ○ Training varies ○ Short-staffed
Ancillary Staff (Behavioral Health Associate, Psych Techs) in non-behavioral health areas	Jacobi, ECMC, Montefiore	<ul style="list-style-type: none"> ○ De-escalate patients ○ Short-staffed ○ High turnover ○ Training varies

Interviews: Has violence decreased?



Interviews: What do nurses attribute WPV to?



Of the nurses interviewed (n=15), 73.3% identified short-staffing as a major contributor to workplace violence.

Interviews: What do nurses recommend to decrease WPV?



Of the nurses interviewed (n=15), 60% recommended better staffing to decrease workplace violence.

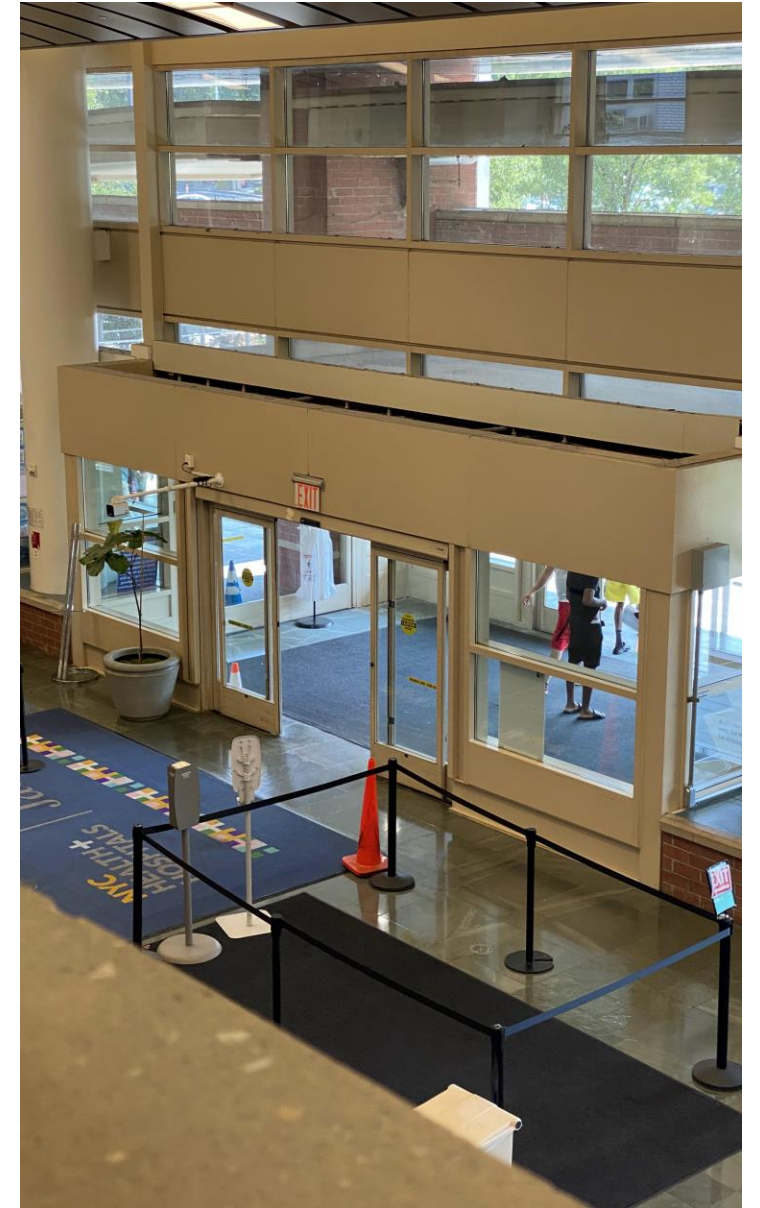
Worksite Visits



Jacobi Medical Center



Richmond University Medical Center



Jacobi Medical Center



Jacobi Medical Center



Montefiore Medical Center



Montefiore Medical Center

"They treat us like crap, but we're here for our patients."



- Registered Nurse at Montefiore Medical Center

Give Back Product

- Article for the New York Nurse Newsletter
- Details success and shortcomings of violence prevention measures implemented across New York State hospitals





Recommendations

- Increased staffing across all job titles (security, BHA, RN)
- Include nurses in intervention analysis, evaluation, and implementation
- Standardize procedures for weapons screening (mandatory bag searches)
- Flag violent patients and implement a plan to provide care safely to these patients



Conclusion

- Violence results from short staffing, overcrowding/excess patients, unit configuration, and lack of training
- Most workplace violence incidents are due to patient or visitor assaults, not weapons
- Workplace violence has decreased at Jacobi Medical Center, likely due to its robust interventions, such as the BHA program



Challenges

- Severe underreporting of workplace violence in OSHA 300, PESH SH900, & WPV logs
- Requesting & scheduling interviews with nurses
- Increasing nurse participation in focus groups
- Obtaining OSHA 300, PESH SH900, & WPV logs from employers
- Difficulty transcribing, synthesizing, and analyzing messy data

A photograph of the New York City skyline at dusk, with the Freedom Tower prominently featured on the left. The sky is a mix of blue and grey, with some clouds. The buildings are silhouetted against the sky, with some lights visible. A white semi-transparent box is overlaid on the image, containing the text.

Successes

- Connecting with nurses and sharing their stories
- Experiencing workforce conditions firsthand
- Synthesizing and analyzing workplace violence data
- Attending and supporting union rallies
- Traveling to different boroughs and communities in New York City

Personal Reflections



Nicholas



Jessica

Acknowledgements



*"We must find time to stop and thank those people who make a difference in our lives." – **John F Kennedy***



THANK YOU!

- Lisa Baum
- David Pratt
- Matt London
- Xenia Greene, RN
- NYSNA staff, members, & reps.
- All the wonderful nurses that took time to speak with us

