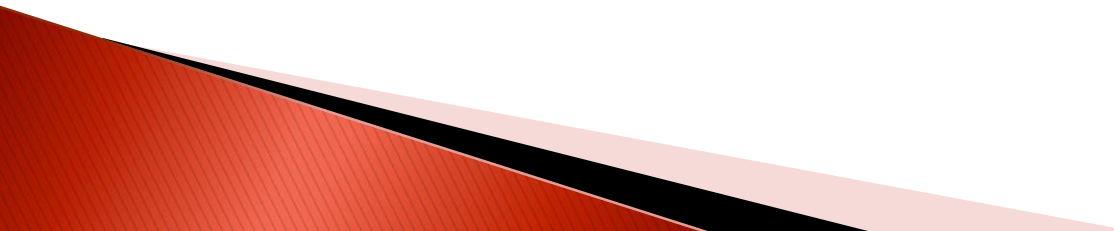


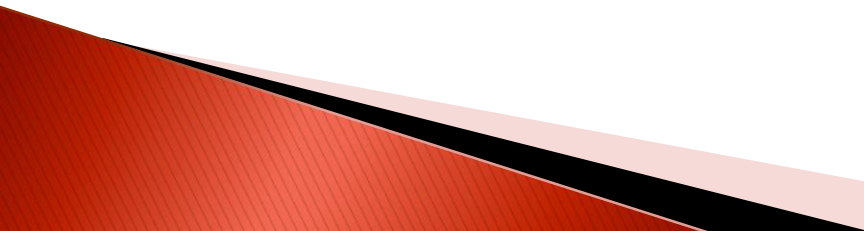
Workplace Violence

Challenges and Perspectives from an
Oklahoma Community Hospital

About Us

- ▶ Wagoner Community Hospital– 100 bed community hospital in Northeastern Oklahoma. 32 bed inpatient adult psychiatric unit
 - ▶ Main service area– Tulsa, Wagoner, Muskogee, Rogers, Cherokee, Sequoyah, McIntosh, Adair, and Creek counties
 - ▶ Not unheard of to receive patients for care from as far away as Woodward or Durant
- 

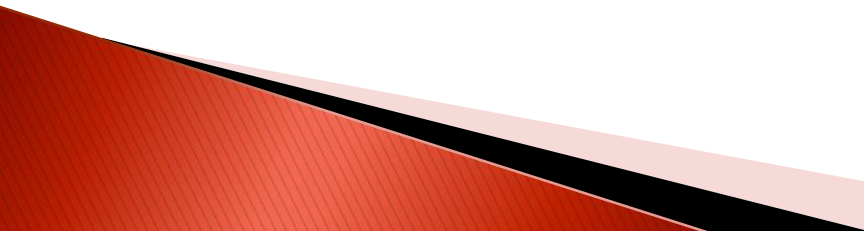
Violent Episodes

- ▶ Violent episodes increased 117% over the past fiscal year
 - ▶ Violent episodes defined as Level 1 (belligerent challenges authority) to Level 5 (individual acting our staff has to go hands on to control the individual and/or someone is injured or hurt from the interaction– we have had 31 of this type this year)
 - ▶ Injuries range from scrapes and bruising to broken bones and or permanent disability
 - ▶ Can be any patient at any time
- 

Violent Episodes Impact

- ▶ Staff call in due to being scared of safety to report to work
 - Leads to increase in agency usage which is financially draining for small hospitals
 - High turnover, constantly training new staff members
- ▶ Other patients refuse to come out of their rooms for treatment and therapy related to fear of personal safety
 - Longer days of stay
 - Impedes healing process of patients
 - Can exacerbate other health diagnoses (COPD, Hypertension, etc.)
- ▶ Some staff are desensitized to “violence”, i.e. do not recognize patients punching holes in the wall as an episode because this is a normal occurrence in their work environment
- ▶ Law enforcement most often will not respond when called because there is “nothing they can do”

Patient Satisfaction Comments

- ▶ “More outside time would help, Also art time/music time with non-violent patients”
 - ▶ “Others violent behavior made me nervous, anxious (fight/flight reaction)
 - ▶ “Didn’t feel safe because of (patient name) and (patient name)”
 - ▶ “Melodie was very helpful to make sure my needs were met and was safe. She saved me from being hit by another patient”
 - ▶ “There were several times that I felt threatened by another patient”
- 

Suggested Action Items

- ▶ Allow ALL healthcare providers to press charges when assaulted by patients. Current law only allows ED workers and EMS personnel
 - ▶ Initiate a statewide workgroup to address the holes in addressing and meeting the needs of the mental health population. We are failing this sub-group in our state at the current time
- 