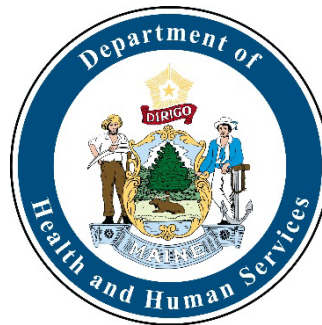


Division of Licensing and Certification Workplace Violence & Staff Related Sentinel Events

Sentinel Event Team
2023



Staff Injuries Around the Country

- Two employees at Saratoga Hospital in Saratoga Springs, N.Y., were stabbed by a patient.
- Man with gun arrested at Vanderbilt's children's hospital.
- It's not just deadly shootings: Health care workers racked up 73% of all non-fatal workplace violence injuries in 2018, the most recent year for which figures are available, according to the U.S. Bureau of Labor Statistics.
- OSHA determined that employees at an Ohio children's hospital were exposed to the hazard of workplace violence due to insufficient safety controls. Incidents included groping, biting, kicking, punching, head-butting, and scratching, which resulted in several employees suffering serious injuries during the admission process. The facility also failed to maintain proper records about injuries to its employees in the workplace.

Staff Related Sentinel Events

- How is this impacting your facility?
 - Work Force
 - Staffing
 - compliment
 - limited duty
 - Recruitment
 - Retention
 - Morale
 - Peer Support

Staff Related Sentinel Events

[Sentinel Event Rules Appendix A](#)

- Patient or staff death or serious injury with an **electric shock** in the course of a patient care process in a healthcare setting.
- Patient or staff death or serious injury associated with a **burn** incurred from any source while being cared for in a healthcare setting.
- Death or serious injury of a patient or staff associated with the introduction of a metal object into the **MRI area**.
- **Sexual abuse/assault** on a patient or staff member within or on the grounds of the healthcare setting.
- Death or serious injury of a patient or staff member resulting from a **physical assault** (i.e. battery) that occurs within or on the grounds of the healthcare setting.

SE Rules Considerations

Section 3.3.3 Notification of sexual assault. If *one or more* of the following criteria is met, the facility is required to submit sentinel event notification regarding a sexual assault that occurred within or on the grounds of a healthcare facility:

- **3.3.3.1** Any staff-witnessed sexual assault;
- **3.3.3.2** Sufficient clinical evidence obtained by the healthcare facility to support allegations of sexual assault; or
- **3.3.3.3** Admission by the perpetrator of a sexual assault that occurred on the premises.

Section 3.3.4 Notification of serious event. A facility is required to submit sentinel event notification regarding a serious event lasting more than seven days or still present at the time of discharge from a facility.

SE Rules Definition Considerations

SE Rules definitions to consider:

Section 1.24 Serious. “Serious” describes an event that can result in death, loss of a body part, disability, loss of bodily function, or require major intervention for correction (e.g., higher level of care, surgery).

Section 1.10 Injury. “Injury,” as used in these rules has a broad meaning. It includes physical or mental damage that substantially limits one or more of the major life activities of an individual in the short term, which may become a disability if extended long term. Further, injury includes a substantial change in the patient’s long-term risk status such that care or monitoring, based on accepted national standards, is required that was not required before the event (from NQF).

Section 1.25 Sexual Assault. “Sexual assault” as a reportable event means nonconsensual sexual contact that is not part of medically necessary health care involving a patient and another patient, staff member, or other perpetrator while being treated or on the premises of the healthcare facility, including oral, vaginal or anal penetration or fondling of the patient’s sex organ(s) by another individual’s hand, sex organ or object.

Sexual Abuse (NQF definition from Appendix B). “Sexual abuse” is defined as the forcing of unwanted sexual activity by one person on another, as by the use of threats or coercion or sexual activity that is deemed improper or harmful, as between an adult and a minor or with a person of diminished mental capacity.

Sentinel Event Reporting Requirements

Completing the Sentinel Event Report Form

- **Providers are required to report any event that meets the Sentinel Event criteria using the Sentinel Event Report Form**
- When completing the form select which category you are reporting on from the list of NQF events listed on the back of the form under “***Environmental Events,***” “***Radiologic Events,***” or “***Potential Criminal Events.***”

Overview of Patient/Staff SEs

SE#s from 01/01/23-10/18/23:

- Physical Assault: 4
- Sexual Abuse/Assault: 11
- Electric Shock: 0
- MRI: 0
- Burns: 0

SEs for 2022:

- Sexual Abuse/Assault: 3
- Physical Assault: 7
- Electric Shock: 0
- MRI: 0
- Burns: 0

SEs for 2021:

- Burns:1
- Sexual Abuse/Assault: 6
- Physical Assault:10
- Electric Shock: 0
- MRI: 0

SEs 2020:

- Burns: 2
- Sexual Abuse/Assault: 6
- Physical Assault:8
- Electric Shock: 0
- MRI: 0

SEs 2019:

- Burns: 2
- Physical Assault: 12
- Sexual Abuse/Assault:15
- Electric Shock: 0
- MRI: 0

SEs 2018:

- MRI:1
- Burns: 4
- Physical Assault: 10
- Sexual Abuse/Assault: 0
- Electric Shock: 0

Overview of Patient/Staff SEs

SE#s from 1/01/2010-10/16/23:

Electric shock: 0

MRI: 1

Burns: 13

Sexual Assault: 52

Physical Assault: 73

Near Misses:

Electric shock: 0

MRI: 0

Burns: 0

Sexual Assault: 0

Physical Assault: 22

Non-Reportable:

Electric shock: 0

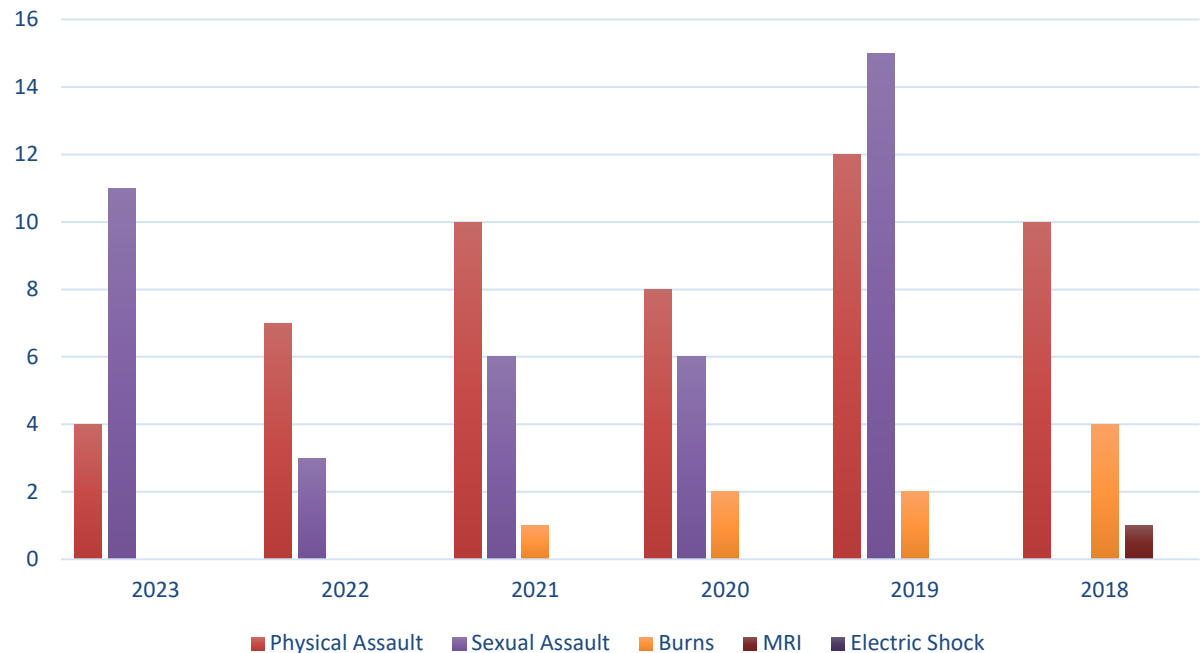
MRI: 0

Burns: 0

Sexual Assault: 12

Physical Assault: 12

Reported Sentinel Events



Identifying these types of SEs

Considerations when identifying staff that have incurred injuries:

- Relationship between Workplace Health/HR/Supervisors/Management?
- Does the staff reviewing incident reports or entries know what constitutes a SE?
- Does workplace health know to communicate these events to risk/quality/safety responsible for reporting and investigating SEs?
- Are your outpatient/clinic settings aware of requirements?
- What follow up has been done to reach out to involved staff to check on physical/emotional well-being after an event? Such as immediately after an event, and follow-up days later.
- How long are injured staff out of work for? If out for more than 7 scheduled workdays, it is a reportable event. This includes stress leave.
- What is serious injury? Refer to definition in SE Rules. Usually, will involve staff that require medical/psych treatment.
- Does your reporting SOP/Policy include the appropriate departments?

Barriers to Work Through

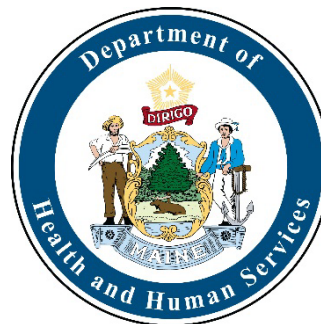
Barriers facing staff that have incurred injuries:

- Comes with the job
- Fear of retaliation
- Not injured
- Not get patient involved
- Law Enforcement involvement
- Process to report the incident
- Concern over prior event outcomes/leadership culture

Action Items

- Arrange training for staff on de-escalation, recognizing verbal cues, cornering, etc.
- Utilize Security staff if unable to use buddy system when providing personal care to high risk patients.
- Evaluate options to implement a healthcare violence prevention screening tool. Evaluate options from other facilities. Currently we continue to look at history and proceed as appropriate if we feel there is risk for behaviors.
- Create a WPV Sexual Assault workgroup to: A.) Develop a standardized process to ensure WPV e-learn education and CPI training occurs at onboarding and at required intervals. B.) Incorporate sexual assault terminology across all WPV educational offerings.
- Education to staff on handling uncomfortable situations with patients, specifically related to sexual verbiage from patients. This education will also include ways to mitigate behavior and what to do if behavior does not change or accelerates. This education will be done through HealthStream and will be required for all.
- Behavioral Safety Flag: This flag in the patient chart will be viewable to all staff who open this patient's chart. This flag will include a plan of care that outlines two staff to be present with all care provided to this patient.
- Education to HR regarding staff sentinel events and when to notify Quality/Risk Department.
- A meeting will be held with the patient, patient's PCP and the director of Internal Medicine. The purpose of this meeting will be to inform patient what is acceptable behavior when they receive care at this organization and what will expel them from services excluding Emergent Care.

Questions?



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