

A3 Problem Solving

A tool for Continuous Quality Improvement

Barriers to Reporting Workplace Violence

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Aron King-Project Design and Data Collection

Date: March 7, 2021

Define Problem Statement:

Under reporting incidents of WPV results in ineffective resources for staff at UC Davis Health and is a contributing factor in higher incidence of burnout, lower patient safety, and more adverse events..

Goal:

Our primary goal is to increase the number of staff who report their experiences of Workplace Violence (WPV) at UCD

Benefits:

Reduce staff burnout
Increase patient safety
Decrease adverse events

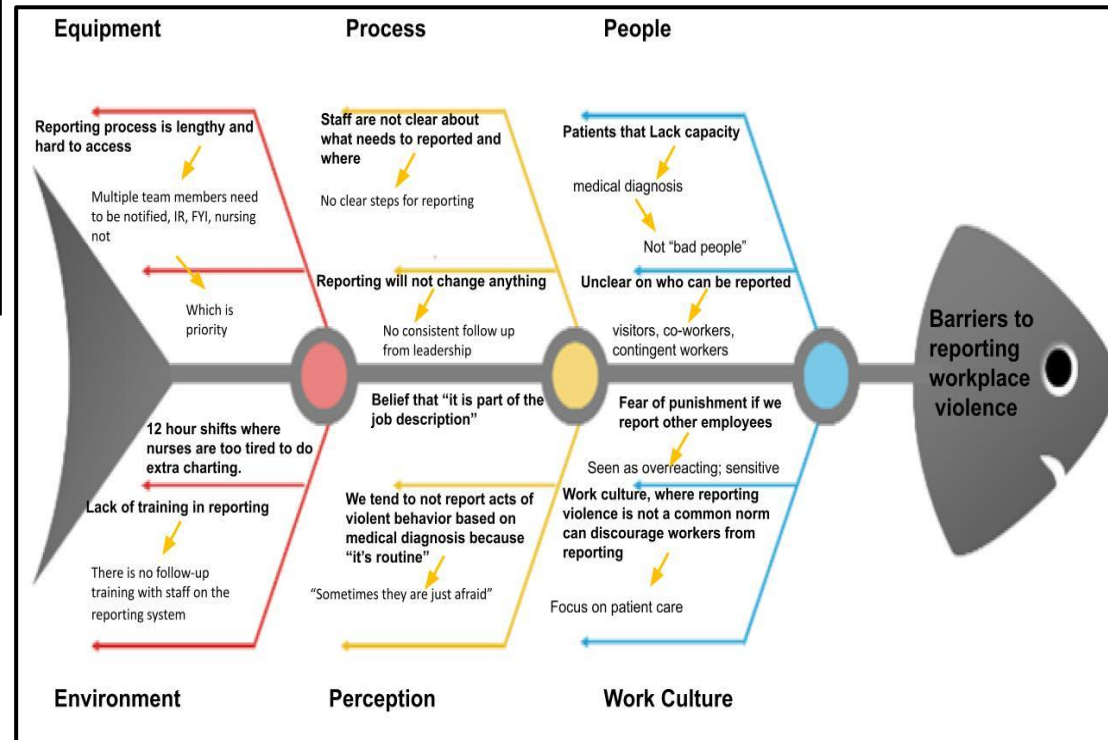
SMART Objectives:

By the end of March, we will decrease nurses' perceived barriers to reporting WPV by 20%, through the use of fact sheets and pre-shift huddles, in order to promote a safe work environment at UC Davis Medical Center.

Scope:

→ An Assistant manager reached out to employees in the department to gather baseline data, carry out interventions, and send out post surveys

→ A RN was assigned to analyze pre and post survey results and assist in developing an intervention for the project.



Measure: Baseline Process

- Assess nurses perceived barriers to reporting workplace violence
- Identify top 3 barriers from survey results
- Target education to address top 3 perceived barriers to reporting workplace violence
- Reassess nurses perceived barriers to reporting workplace violence

Interventions

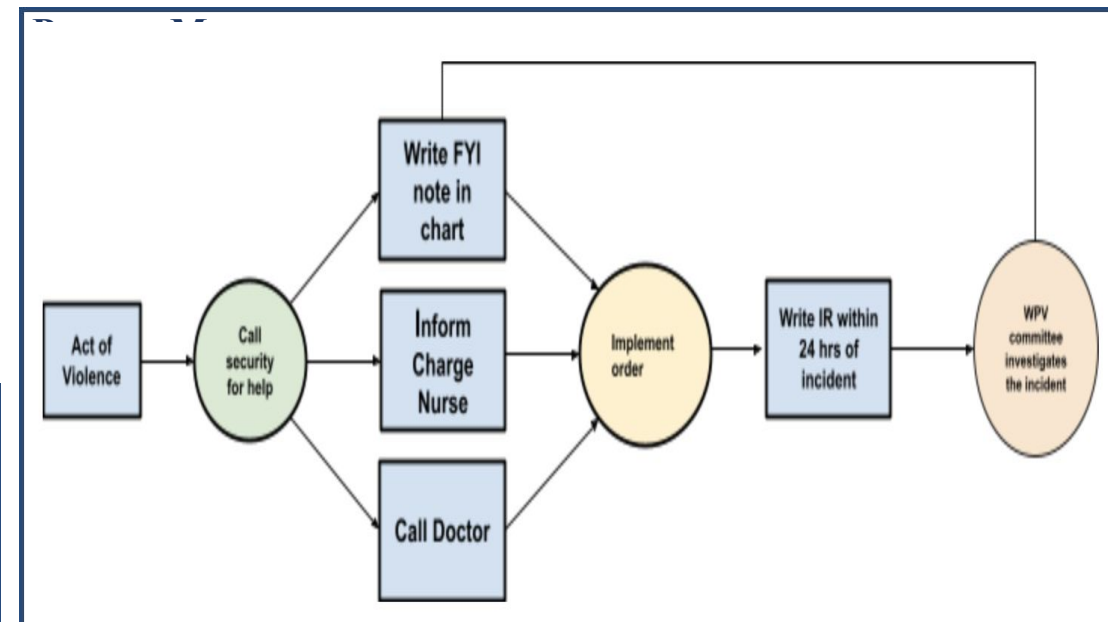
Survey created
Survey Sent
Process measure collected
Second survey created
Fact sheet & Second Survey Sent
Outcome Measure collected

Responsible Person

Shayal P.
Aron K.
Aron K./Shayal P.
Shayal P.
Aron K.
Shayal P.

Date

02/06/21
02/22/21
02/26/21
03/03/21
03/04/21
03/07/21

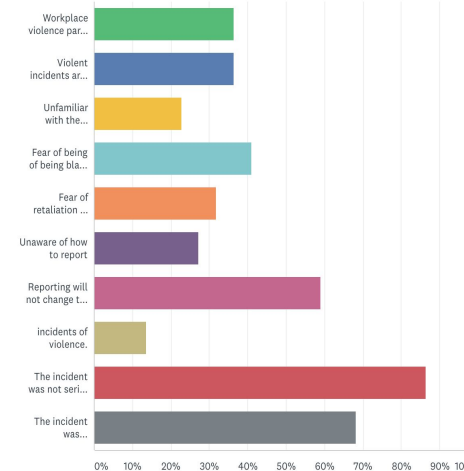


Key Metrics:

Process Measure: Evaluate perceived barriers to reporting workplace violence among staff
Outcome Measure: Reevaluate perceived barriers to reporting Workplace violence among staff

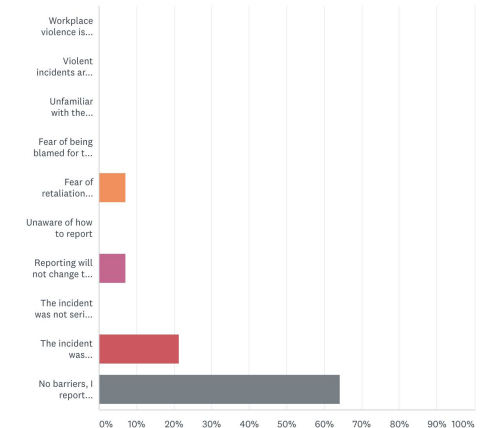
What have been your barriers to reporting workplace violence in the past? (Select all that apply)

Answered: 22 Skipped: 2



What are your perceived barriers to reporting Workplace Violence (WPV), if any, now that you know what happens when you report WPV and what counts as violence?

Answered: 14 Skipped: 0



Improve: Results/Actions

→ 64.29% of nurses said that they do not have any barriers to reporting WPV.

Control: Sustainability

→ Address it during pre-shift huddles