

CSPS issues statement on violence in the workplace

The Council on Surgical & Perioperative Safety (CSPS) has agreed on many safe surgery principles concerning the safe care of surgical patients and the promotion of a caring workplace environment for the entire perioperative team. One of these principles is that violence in the workplace must not be tolerated under any circumstances. Thus, the CSPS proposed a Statement on Violence in the Workplace that was approved in October 2007.

The CSPS is a unique, multidisciplinary coalition of seven professional organizations whose members (more than 250,000 members representing more than 2 million health care practitioners) are involved in the care of surgical patients. The mission and vision of the CSPS is to promote excellence in patient safety in the surgical and perioperative environment. The CSPS envisions a world in which all patients receive the safest surgical care provided by an integrated team of dedicated professionals.

Voting members from the following organizations serve as the CSPS board of directors: the American Association of Nurse Anesthetists, the American Association of Surgical Physician Assistants, the American College of Surgeons, the American Society of Anesthesiologists, the American Society of PeriAnesthesia Nurses, the Association of periOperative Registered

Nurses, and the Association of Surgical Technologists.

The goals of the CSPS are as follows:

- Raise awareness of surgical patient safety and perioperative workplace environment issues
- Serve as an expert knowledge resource on surgical patient safety
- Collaborate with external organizations to advocate for surgical patient safety and a caring perioperative workplace environment
- Provide or facilitate joint educational opportunities for members of the perioperative/surgical team
- Endorse, support, and utilize quality research initiatives in surgical patient care

The Statement:

The mission of the CSPS is to promote excellence in patient safety in the surgical and perioperative environment. Creation of a violence-free culture of mutual respect, dignity, and fairness¹ among individuals and professional disciplines is essential for the teamwork and communication necessary for patient safety.

The Occupational Safety and Health Act of 1970² mandates that all employers have a general duty to provide their employees with a workplace free from recognized hazards likely to cause death or serious physical harm.³ Violence in the health care environment is of growing concern.⁴

Nurses are at particularly high risk. Of every 10,000 full-time nurses, 25 were injured in workplace assaults in 2000. Injuries due to workplace assaults occur in only two of every 10,000 employees in most private-sector industries.³ These statistics represent only a portion of the incidents because many health care workers believe that workplace assaults are part of the job and do not report them.⁵

Definitions

- *Workplace violence* includes, but is not limited to, intimidation, threats, physical attack, property damage, and sexual harassment.
- *Intimidation* includes, but is not limited to, stalking or engaging in actions intended to frighten and coerce.
- *Threat* is the expression of intent to cause physical or mental harm.
- *Physical attack* is unwanted or hostile physical contact such as hitting, fighting, pushing, shoving, or throwing objects.
- *Property damage* is intentional damage to property.⁶
- *Sexual harassment* is “unwelcome advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects a person’s employment or education, unreasonably interferes with a person’s work or educational

performance, or creates an intimidating, hostile, or offensive working or learning environment.”⁷

Risk factors for violence

The risk factors for violence vary from hospital to hospital depending on location, size, and type of care. Common risk factors for hospital violence include the following⁸:

- Working directly with volatile people, especially if they are under the influence of drugs or alcohol or have a history of violence or certain psychiatric diagnoses
- Working when understaffed, especially during meal times, visiting hours, and when on call
- Transporting patients
- Long waits for service
- Overcrowded, uncomfortable waiting rooms
- Working alone
- Poor environmental design
- Inadequate security
- Lack of staff training and policies for preventing and managing crises with potentially volatile patients
- Drug and alcohol abuse
- Access to firearms
- Unrestricted movement of the public
- Poorly lit corridors, rooms, parking lots, and other areas

Position

It is the position of the CSPS that

- Violence or the threat of violence in the workplace must not be tolerated under any circumstances.
- Violence directed toward members of the perioperative health care team interferes with

the provision of safe, competent, and ethical care.

- The responsibility for providing a perioperative practice environment free of violence is shared among the organization, members of the perioperative health care team, patients, and their families.
- Organizations should implement policies that support violence-free workplaces through a comprehensive workplace violence prevention program including education and training in violence prevention.⁹
- The confidentiality of the individuals involved should be taken into consideration but not interfere with an aggressive approach to the issue.

Recommendations

The CSPS recommends that all health care organizations establish a health and safety committee to monitor, address, and evaluate violence through a comprehensive workplace violence prevention program, which includes the following criteria³:

1. Creation and dissemination of a policy on workplace violence, including the following provisions:
 - a. Stipulating “zero tolerance” for violence.
 - b. Communicating expectations to all individuals providing and receiving services in the facility.
 - c. Ensuring that no employee who reports an incident will experience reprisal.
 - d. Requiring prompt reporting and leadership evaluation of records of incidents to assess risk and progress toward establishing a violence-free environment.

2. Perform a comprehensive and confidential analysis of all workplace violent events to determine the following¹⁰:

- a. If the cause(s) of a violent event are individual and/or system issues
- b. The priority of potential solutions or changes
- c. The timely implementation of individual and/or system improvement/process improvement actions
- d. The success in reducing violence based on evaluation of outcomes

3. Maintain a comprehensive plan for ensuring effective safety and security measures.

4. Require management commitment and employee/staff involvement.

5. Provide access to support services for victims of violent incidents.

6. Assist victims through the legal process.

7. Establish worksite analysis to view facilities records, trends, workplace security, and surveys for staff to identify hazards.⁹

References

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Note: For additional information about CSPS, contact Denise Goode, CSPS administrative director, at info@cspsteam.org, or Lena M. Napolitano, MD, FACS, chair, CSPS board of directors, at lenen@med.umich.edu.

CSPS to co-convene symposium in May

The CSPS and Joint Commission Resources Inc. are cosponsoring a symposium—Improving, Enhancing, and Sustaining Positive Patient Outcomes—to convene May 8–9 in Chicago, IL, at the Sheraton Chicago Hotel and Towers.

The target audience for this symposium is surgeons, anesthesiologists, nurse anesthetists, perianesthesia and perioperative nurses, surgical physicians' assistants, surgical technologists, pharmacists, and all others who provide care and services within the surgical area. The conference goals of increased teamwork and improved communication translate to better patient outcomes, which are topics of interest to business leaders (such as chief executive officers and chief financial officers) and risk management professionals.

At the end of the conference, participants will be able to describe the current state of peri-

operative safety and prioritize strategies for improvement within their respective organizations; analyze the methods presented to determine which would most effectively enhance the interdisciplinary care model at their organization, evaluate and apply interdisciplinary approaches designed for specialty patients/situations, examine tenets of and advocate for medication safety in the perioperative area, and investigate causes of

surgical/anesthesia errors as a means to develop preventive processes.

To register for the symposium and for more information, visit <http://www.jcrinc.com/Conferences-and-Seminars/Perioperative-Safety-Symposium/1512/>. For more information on the CSPS, visit <http://www.cspsteam.org/>, or contact Denise Goode at dgoode@facs.org.

New College Web site centers on E-prescribing Incentive Program

The American College of Surgeons has created a Web site to educate members about the Centers for Medicare & Medicaid Services' 2009 E-prescribing Incentive Program.

The Web site includes an

introduction to the electronic prescribing program, a discussion of frequently asked questions, and resources for surgeons who want to participate.

The Web site can be accessed at <http://www.facs.org/ahp/pqri/2009eprescribing.html>.