

BACKGROUND

Healthcare workers are experiencing an increasing rate of workplace violence which affects job satisfaction and turnover. Research indicated a need for workplace violence education in the home health environment. Education and training give home health care professionals tools to focus on patient care and improve job satisfaction ⁽⁵⁾.

- Workplace violence is increasing in healthcare ⁽¹⁾
- Existing workplace violence training and education are geared toward hospital settings, not home healthcare workers' environments, based in a patient's home ⁽³⁾.
- Concerns in the home health setting include unpredictable work environments, hostile animals, uncertain escape routes, exposure to guns and weapons, high-crime neighborhoods, and caring for patients with complex physical and psychological conditions ⁽³⁾.

METHODS

A literature search was conducted using key phrases. The Rosswurm and Larrabee framework model was used due to its success in implementing evidence-based practice changes. A literature review was conducted to answer the PICOT question and the following three themes were identified:

- Staff had improved perception and increased confidence working with an aggressive patient after participating in a workplace violence program
- Unique challenges exist when caring for a patient in their home
- Staff must recognize the importance of reporting and tracking violent events

REFERENCES

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INTERVENTIONS/EVALUATION

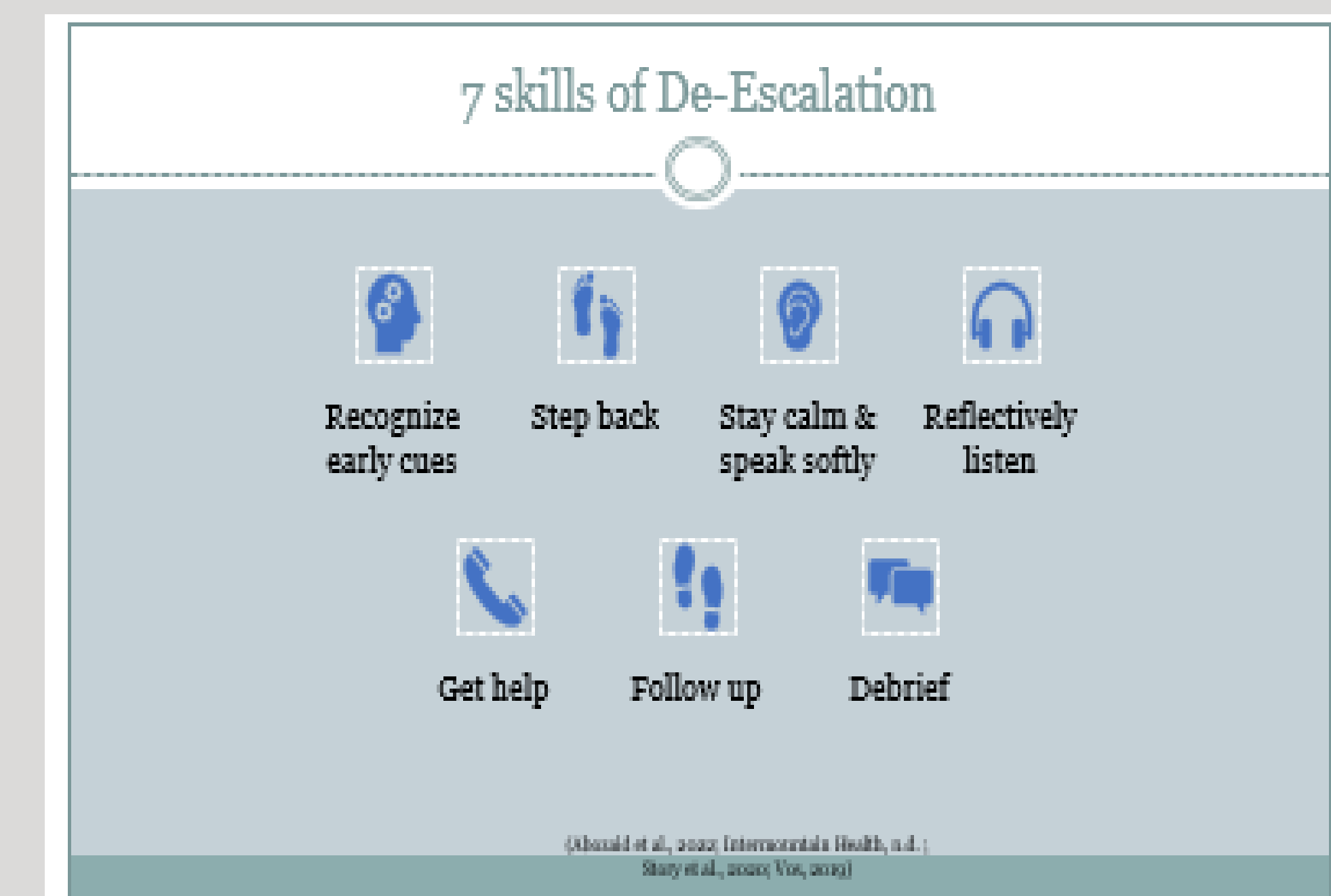
A workplace violence education and training program was developed along with deliverables that will be handed out to staff. Reminders will be given in huddle and follow up in staff meetings will take place to reinforce the information learned. The project lead and administrator will ensure that project is following the timeline table as outlined. The effectiveness of the project will be evaluated using the following:

- Project pre and post surveys were developed for healthcare staff participating in this project
- Project lead and administrator monitored the event reporting system online, performed chart audits making sure appropriate documentation was in the chart, and determined if project changes are warranted.

DISCUSSION

Workplace violence program specific to the home health environment is beneficial to all home health staff and needs to be implemented in all home care agencies. Results of this project include that:

- Violence should not be tolerated, and these occurrences must be shared and tracked with the interdisciplinary team to help develop future interventions ⁽¹⁾
- Staff experiences many barriers to reporting violent events, and they may not know how to report them or if reporting system is in place ⁽⁵⁾
- Education and training in recognizing and responding to signs of agitation benefit staff members, families, and future staff ⁽³⁾.



CONCLUSIONS

The literature review identified three themes resulting in the following:

- Staff able to recognize and respond to signs of agitation and de-escalate situations ⁽³⁾.
- Staff confidence and job satisfaction increased ⁽⁴⁾
- Increase in event reporting ⁽³⁾.
- Decrease in violent events ⁽²⁾

The Rosswurm and Larrabee framework model was essential in implementing evidence-based practice changes in improving workplace violence for home health staff.

