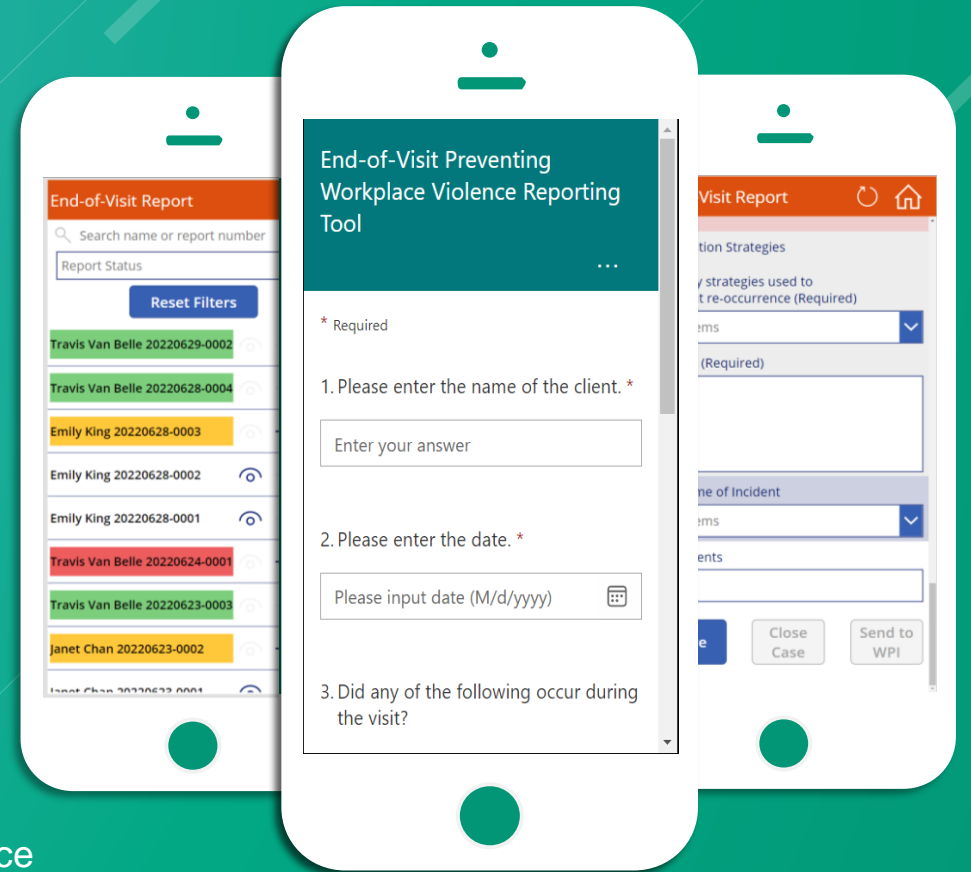


Leveraging Technology: An Innovative Organizational Approach to Workplace Violence Prevention in Homecare

Presented By: Janet Chan RN, MN, HBSc, CCHNC(C)

Team members: Emily King, Lakshmi Venkatesan, Adam Benn, Travis Van Belle, Joyce Umeron, Sophia Nyakeri, Priscilla Washington, Raquel Gabriel, Jessica Macgregor, Tasnim Zannat, and Salim Mohammad.



AGENDA



KNOWLEDGE

01 Who We Are and The Problem



COMPREHENSION

02 Overview of the Pilot



ANALYSIS

03 Learnings



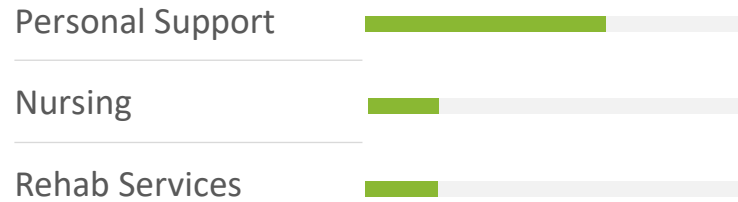
APPLICATION

04 Recommendations

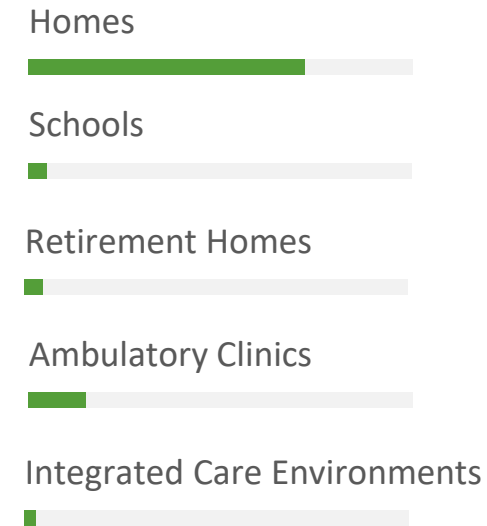
Who We Are



Service Provided



Work Environments



Clients Serviced

Home care services provided to individuals of all ages including children, adults, and palliative clients.

Funders

Includes referrals from Home and Community Care Support Services (HCCSS), 12 Ontario Health Teams (OHTs), and private services.

Founded
1925

Not for-profit

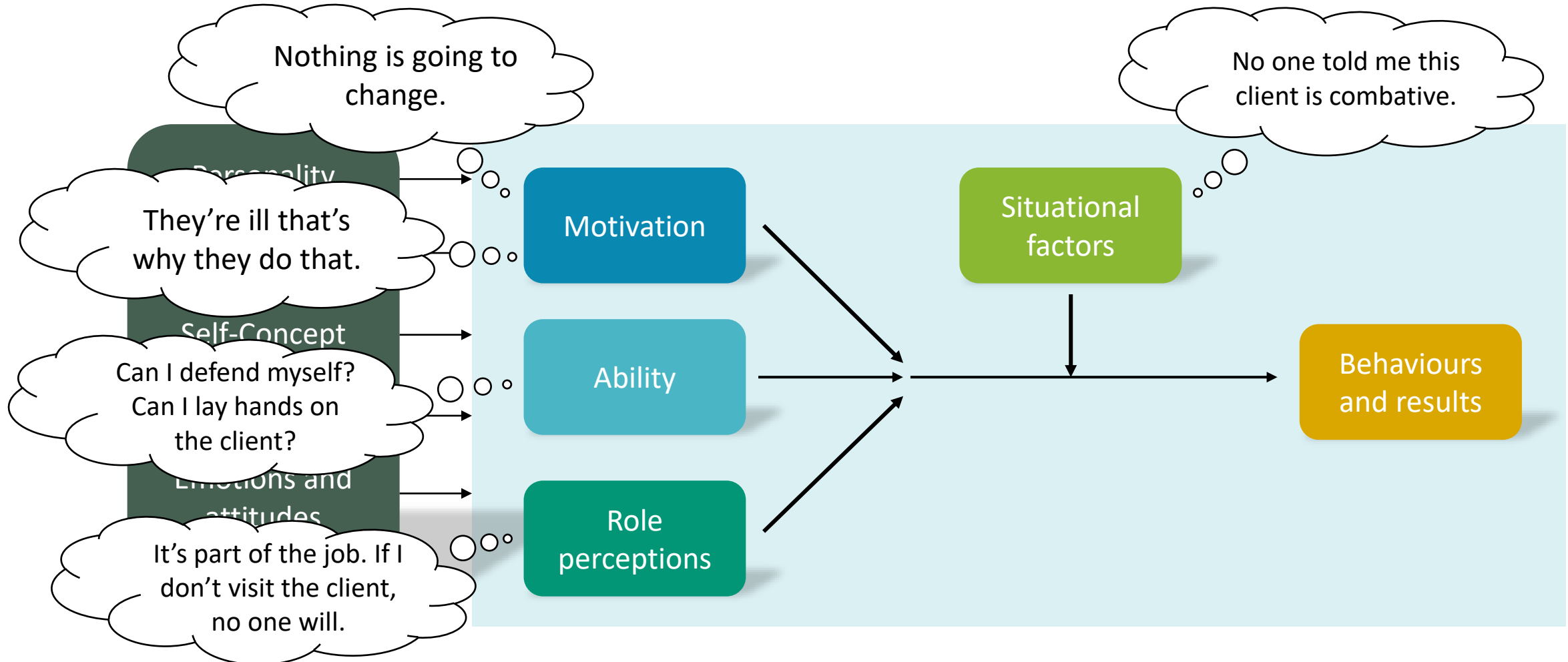
Location:
Ontario



The Problem

Personal Support Workers, the largest workforce in homecare is the most vulnerable.

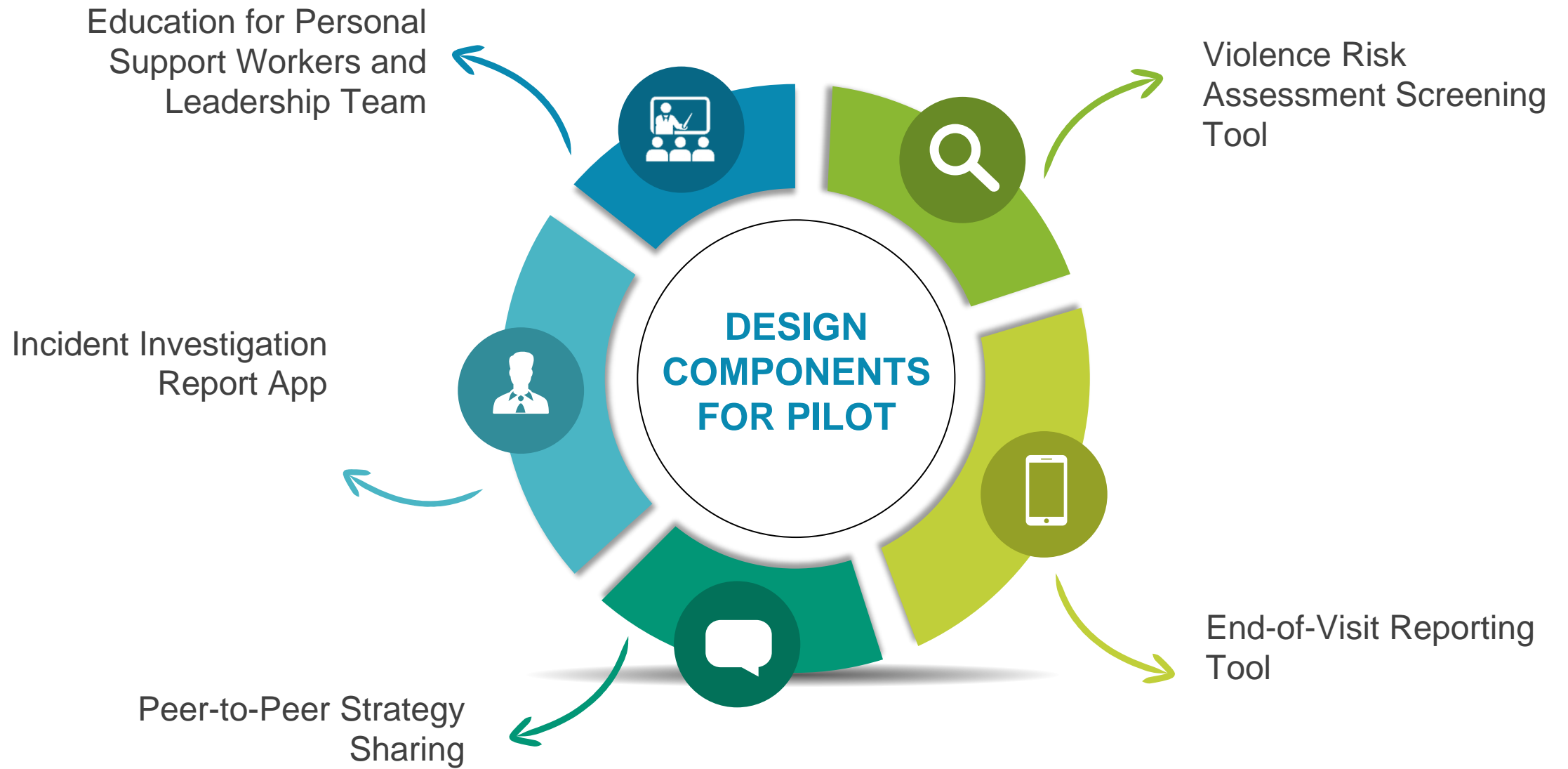
MARS Model of Individual Behaviour and Results



Goals of the Project

- ❖ Identify clients/caregivers who may pose a risk for violence/harassment prior to scheduling the 1st PSW visit.
- ❖ Increase awareness and education regarding workplace violence and harassment.
- ❖ Support personal support workers in reporting workplace violence and harassment no matter how minor the incident.
- ❖ Enable peer-to-peer support to prevent workplace violence and harassment.
- ❖ Provide frontline workers with timely support from supervisors.





Pilot Milestones To Date

Send out pre-intervention survey



Co-design tools with stakeholders

Coordinators start using Screening Tool



Personal Support Workers start using End-of-Visit Reporting Tool

Supervisor starts using Incident Investigation Form



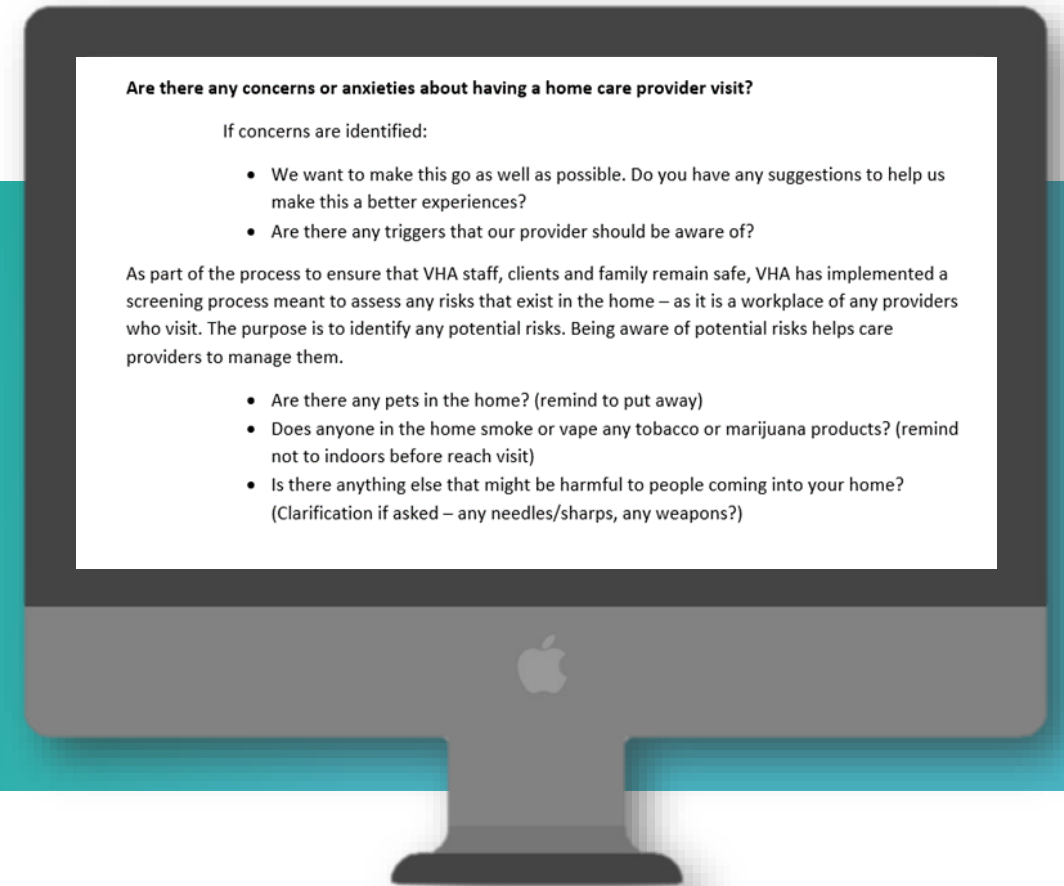
Education Boosters
Weekly micro-learning newsletters x4
In-person reminder at a team meeting

Pilot team receives synchronous education
4 virtual sessions
3 in-person sessions



Risk for Violence/Harassment Screening Tool

From 1 to a maximum of 4
screening questions to be
asked by coordinators during
on-boarding.



Conducted by
coordinators via
phone



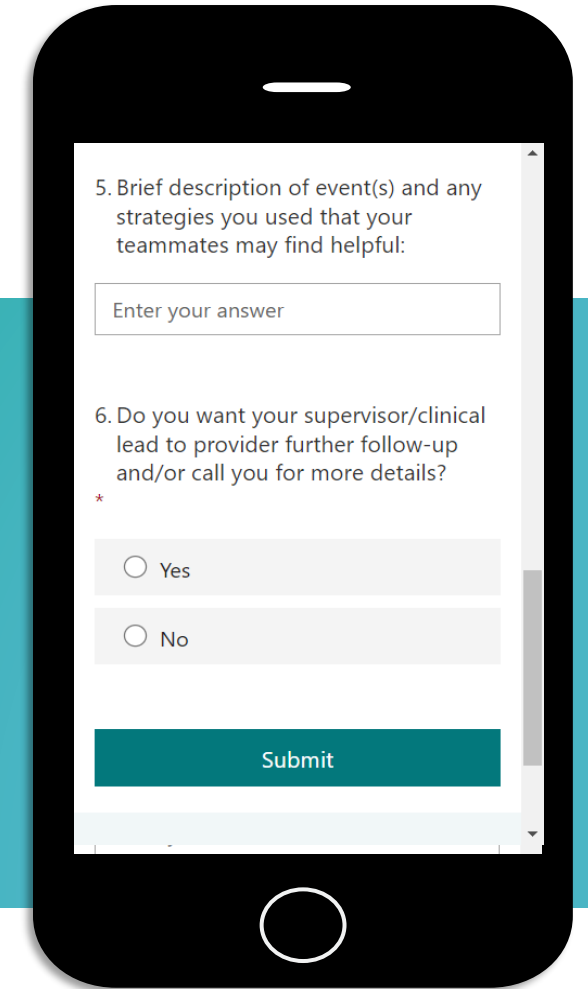
To notify Supervisors/
Clinical leads if
client/caregiver is
identified as being at
elevated risk.



Supervisor to follow-up
prior to scheduling
PSW visit

End-of-Visit Reporting Tool

At most, 6 questions that are completed after each visit



5. Brief description of event(s) and any strategies you used that your teammates may find helpful:

Enter your answer

6. Do you want your supervisor/clinical lead to provide further follow-up and/or call you for more details?

*

Yes

No

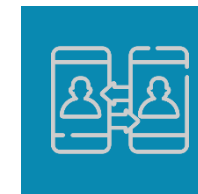
Submit



PSWs will be sent e-mail reminders to complete the End-of-Visit Reporting Tool



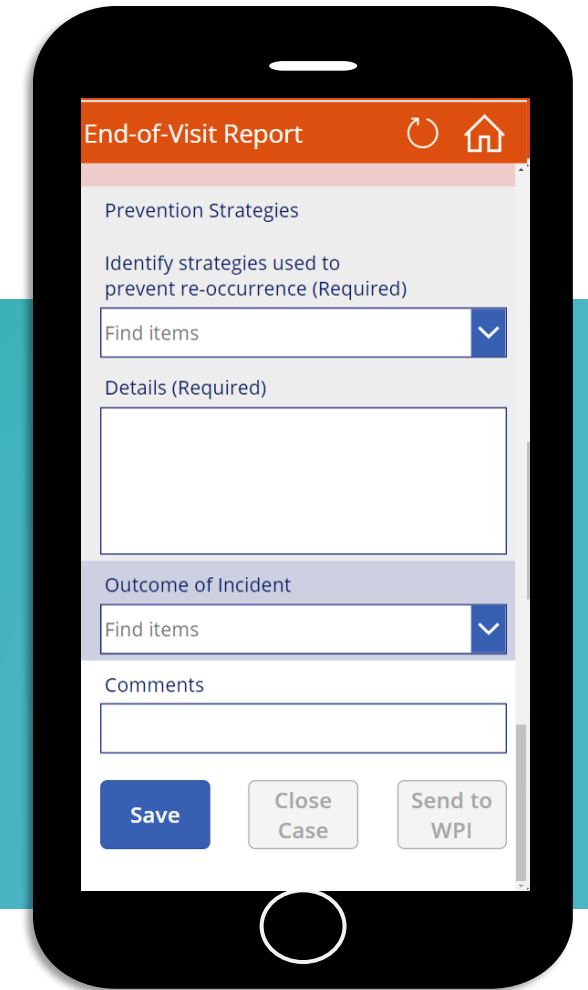
Alerts Supervisors/ Clinical leads if incident is flagged as a workplace incident or if follow-up is required



Peer-support enabled through strategy sharing

Follow-up and Incident Investigation Form

Timely access to staff's End-of-Visit Reports and organized, paper-less workflow for Incident Investigations



The image shows a smartphone displaying a mobile application interface for an "End-of-Visit Report". The interface is organized into several sections: "Prevention Strategies" with a dropdown menu for "Find items" and a text input field for "Details (Required)"; "Outcome of Incident" with another "Find items" dropdown; and "Comments" with a text input field. At the bottom, there are three buttons: "Save" (blue), "Close Case" (grey), and "Send to WPI" (grey). The top of the screen has a navigation bar with a refresh icon and a home icon.



Reminder e-mails to Supervisors/CLs for incidents pending follow-up



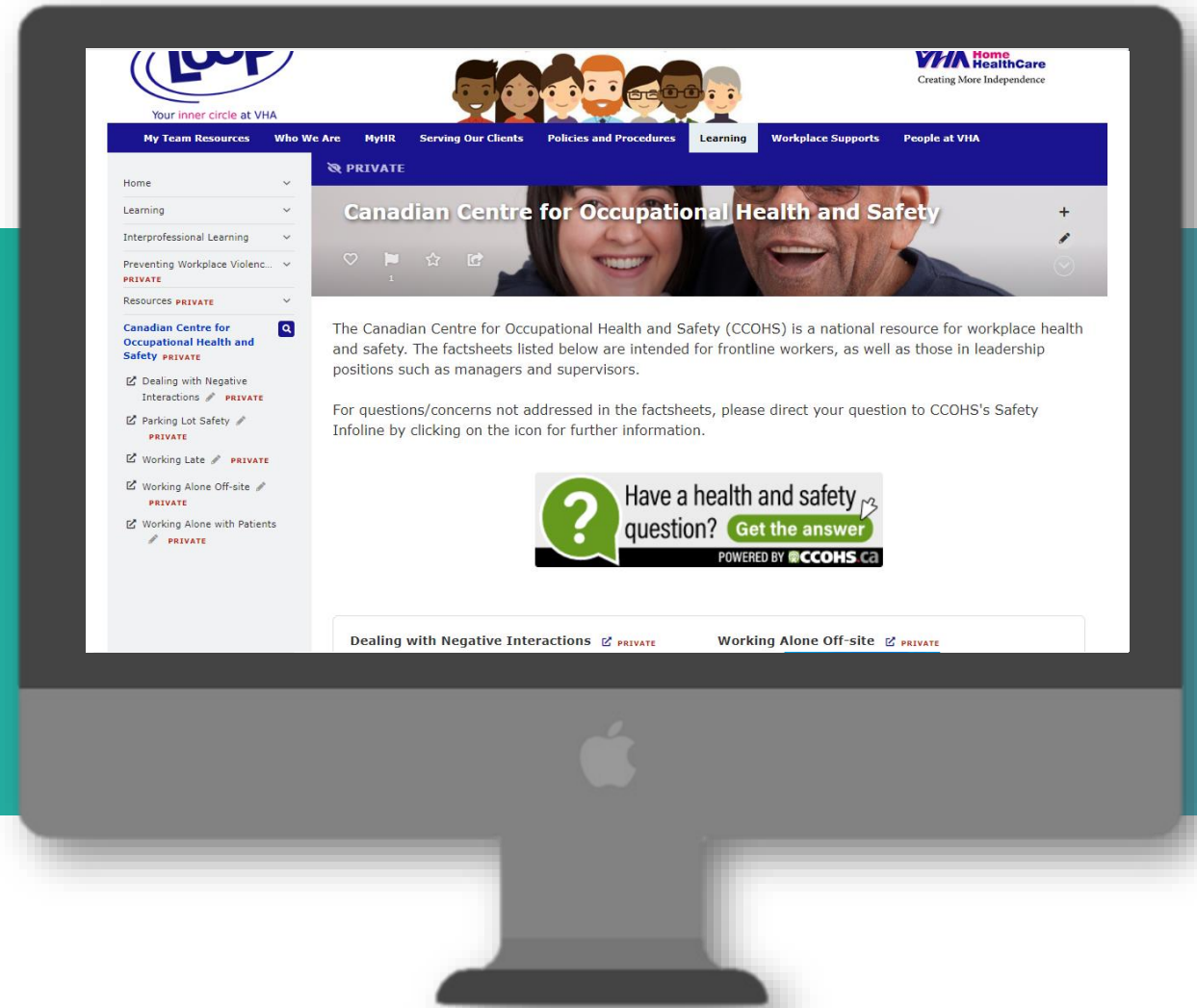
Color-coding and icons to alert Supervisors/CLs of incident status and progress



Ease of communication for cross-coverage

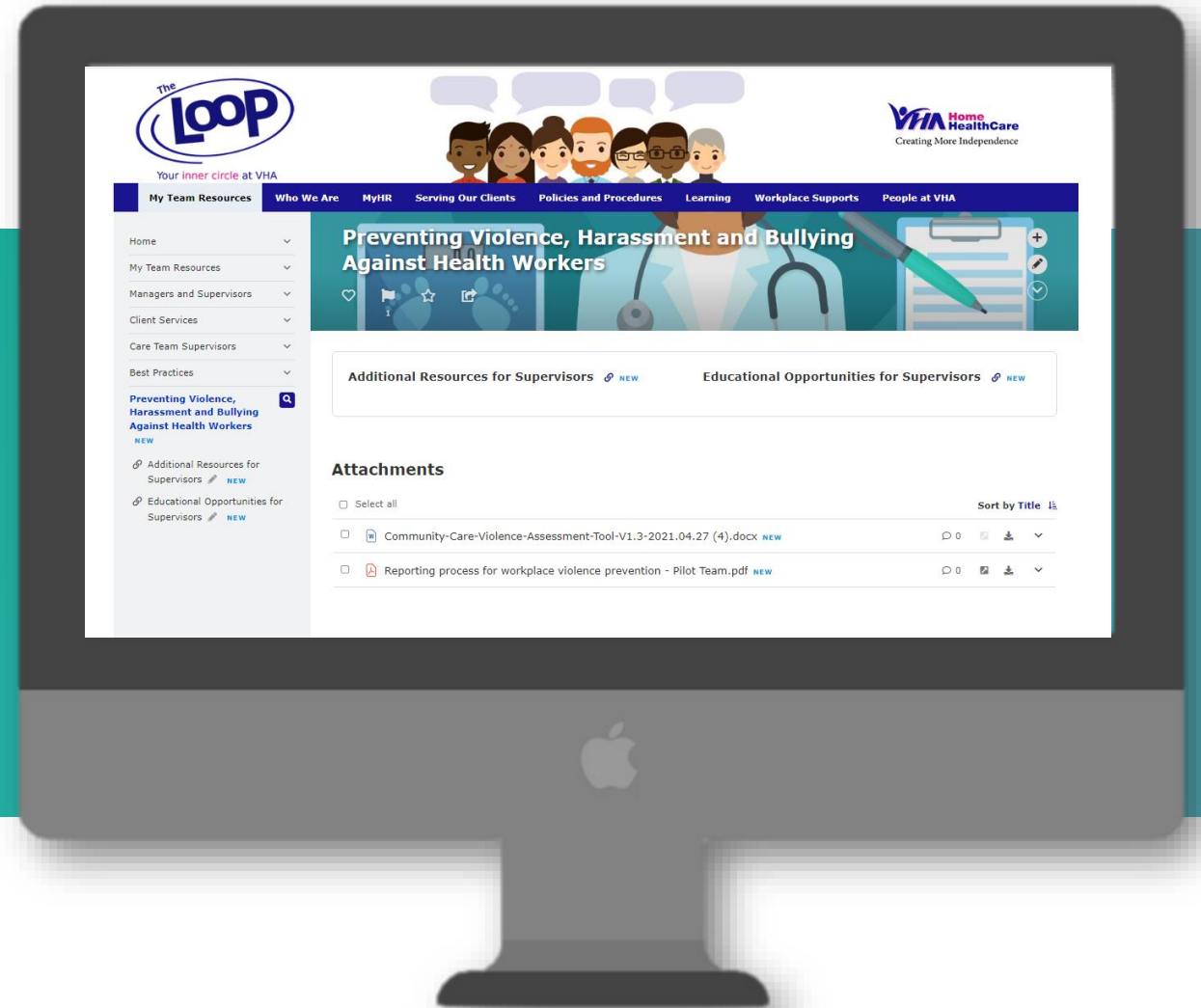
Additional Education and Resources (PSWs)

Links to internal and external resources and education available on the Loop



Additional Education and Resources (Supervisors/CL)

Links to internal and external
resources and education available on
the Loop



Additional Education and Resources (PSWs)

Micro Learning Opportunities

BPSO
VIA Home
Creating More Independence
PREVENTING
WORKPLACE VIOLENCE
BPG NEWSLETTER
September 12, 2022

WE ARE LIVE!!
Congratulations to Central Team C-4 for going live with the new Preventing Workplace Violence Reporting Tool today!
Thank you all staff for attending the training sessions. For those of you who did not attend training yet, training will be available through i-Learn.

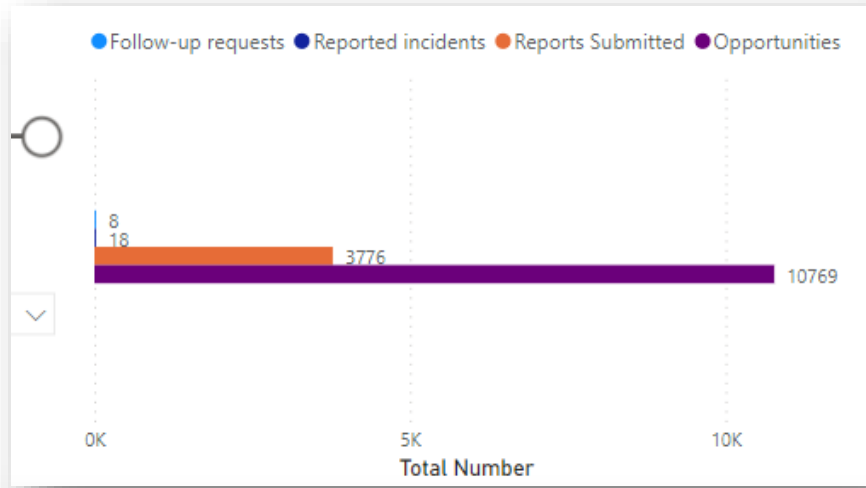
1
Taking care of you, so you can take care of them.

Best Practice Guideline
Preventing Violence, Harassment and Bullying Against Health Workers
BPG
IRNAO

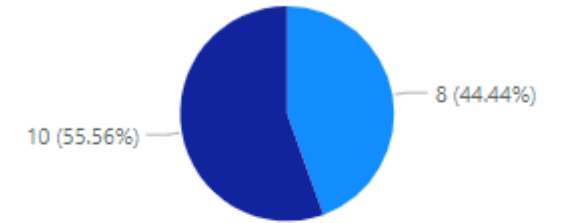
EDUCATION
Please remember to use the Reporting Tool after each client visit, or at the end of your shift if you are working in a retirement home.
Video on how to use the Reporting Tool.
<https://www.youtube.com/watch?v=y6H0WG-gt-0>

RESOURCES
For additional resources on preventing violence and harassment, please visit our resource page on the Loop.
<https://theloop.vha.ca/content/186/resources>

Dashboard Data

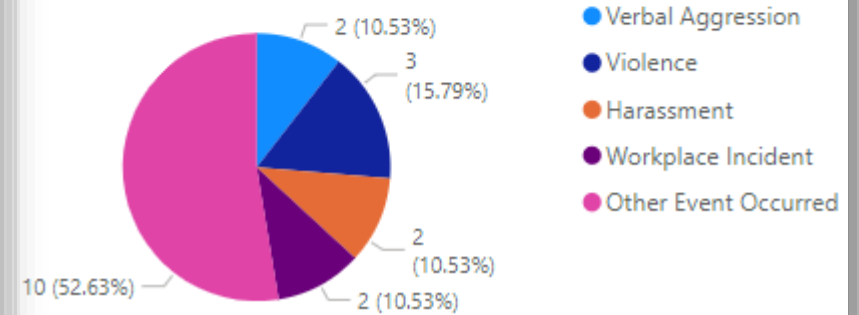


Number of follow-up requests among reported incidents



Follow-up requested (light blue) / No follow-up requested (dark blue)

Follow-up not requested by event type

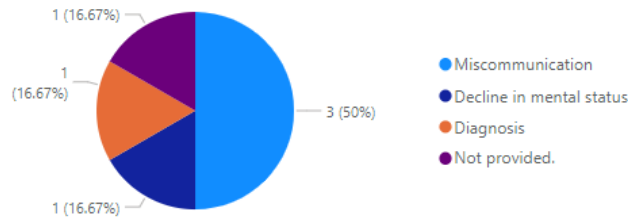


Preventing Workplace Violence End-of-Visit Reporting System Incident Report Summary

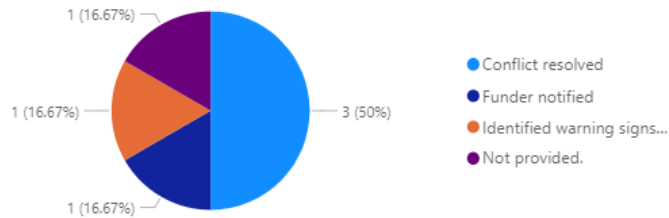
Report Date: 7/25/2022 - 12/31/2022 | 10/27/2022 4:30:32 AM
Last Refreshed

Date:

Contributing factors among closed cases



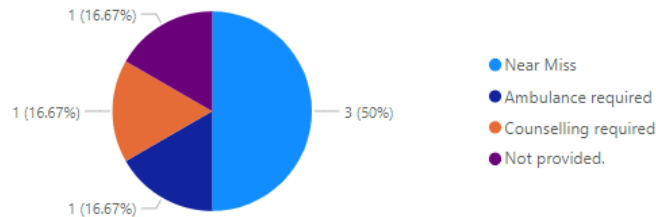
Prevention strategies among closed cases



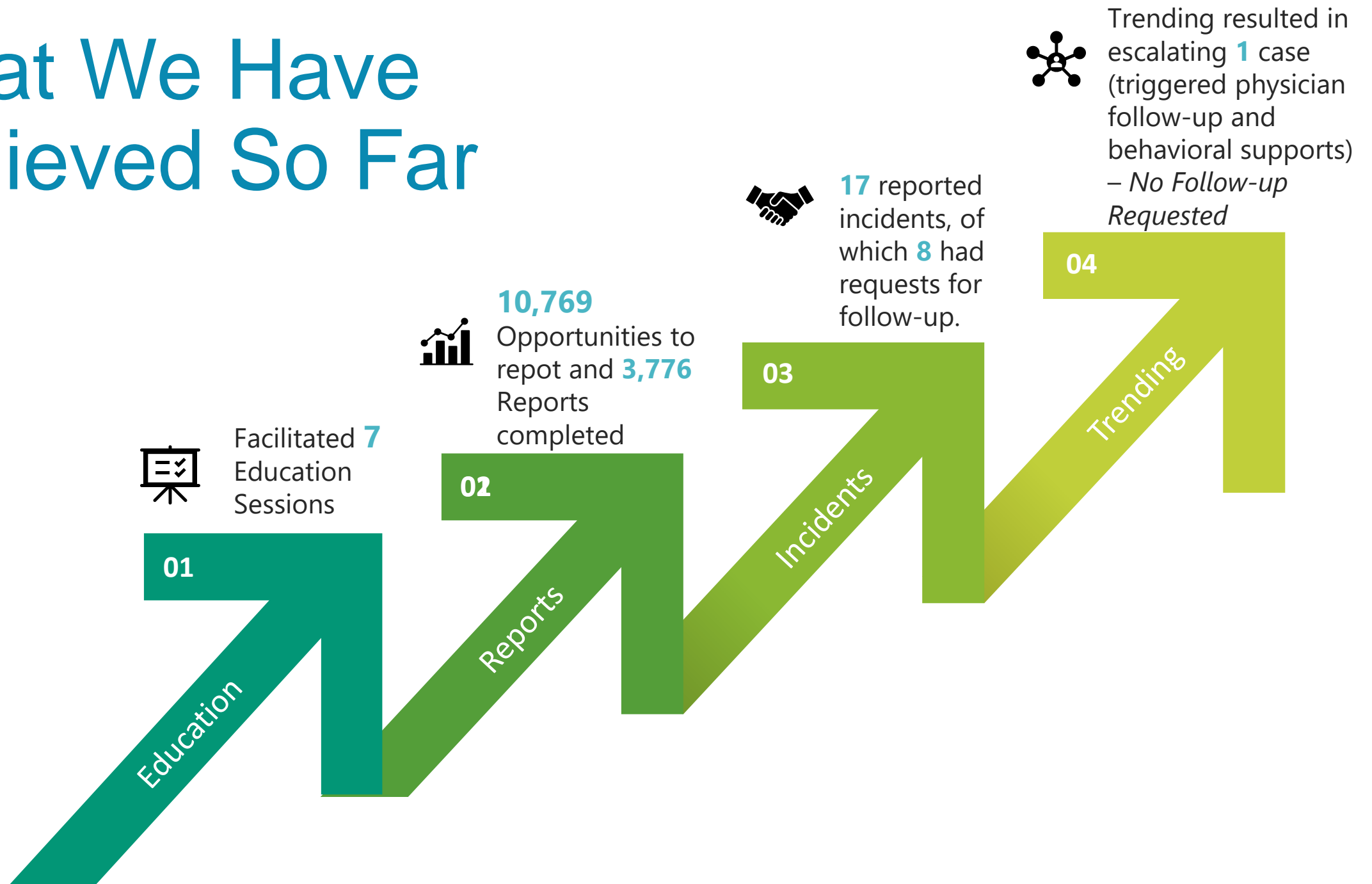
Health and Safety protocols not followed among closed cases



Outcome incident among closed cases

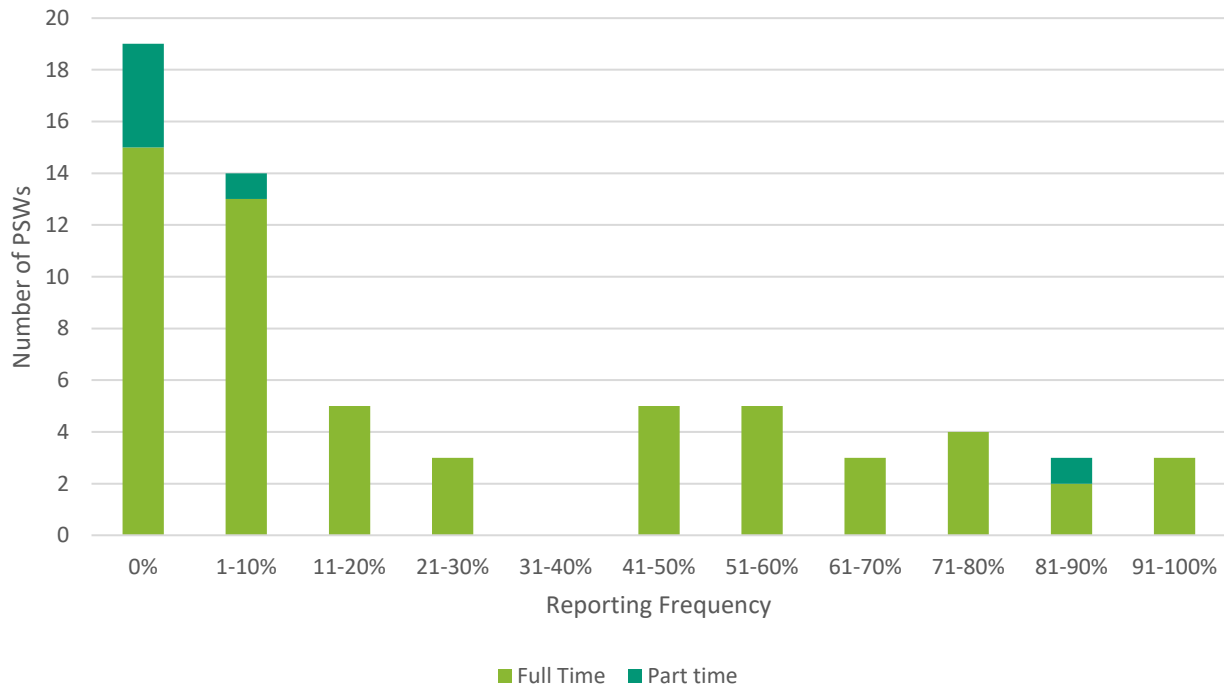


What We Have Achieved So Far

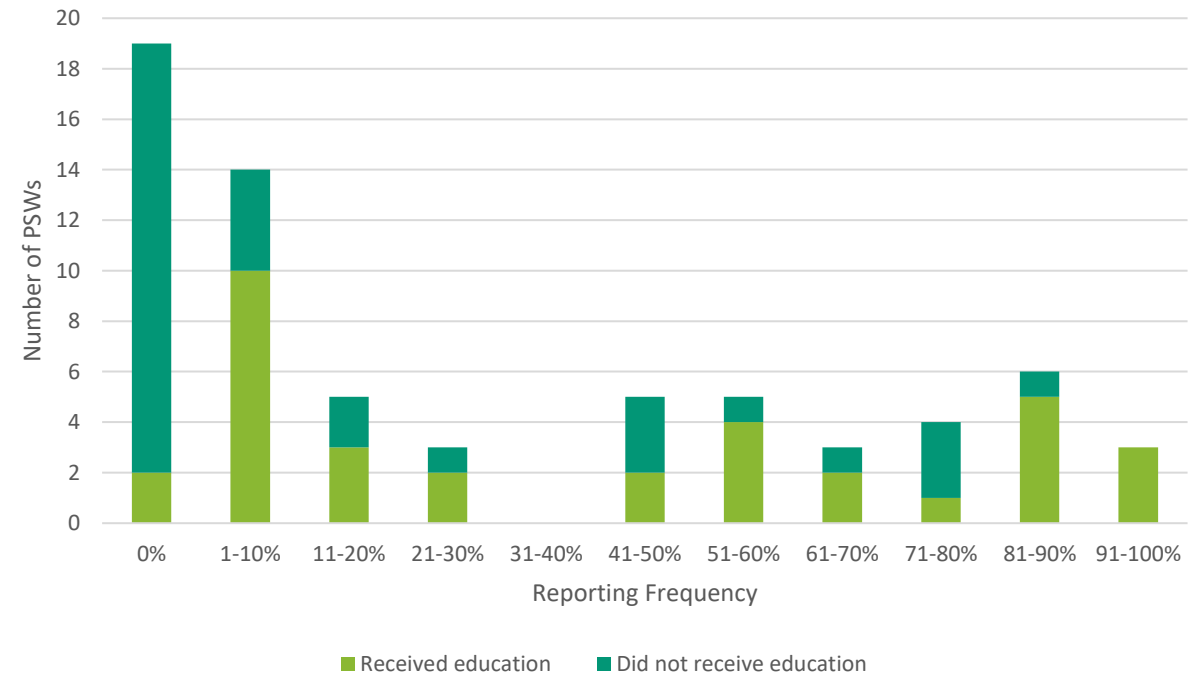


Reporting Frequency and Personal Support Worker Characteristics

Reporting Frequency and Employment Status

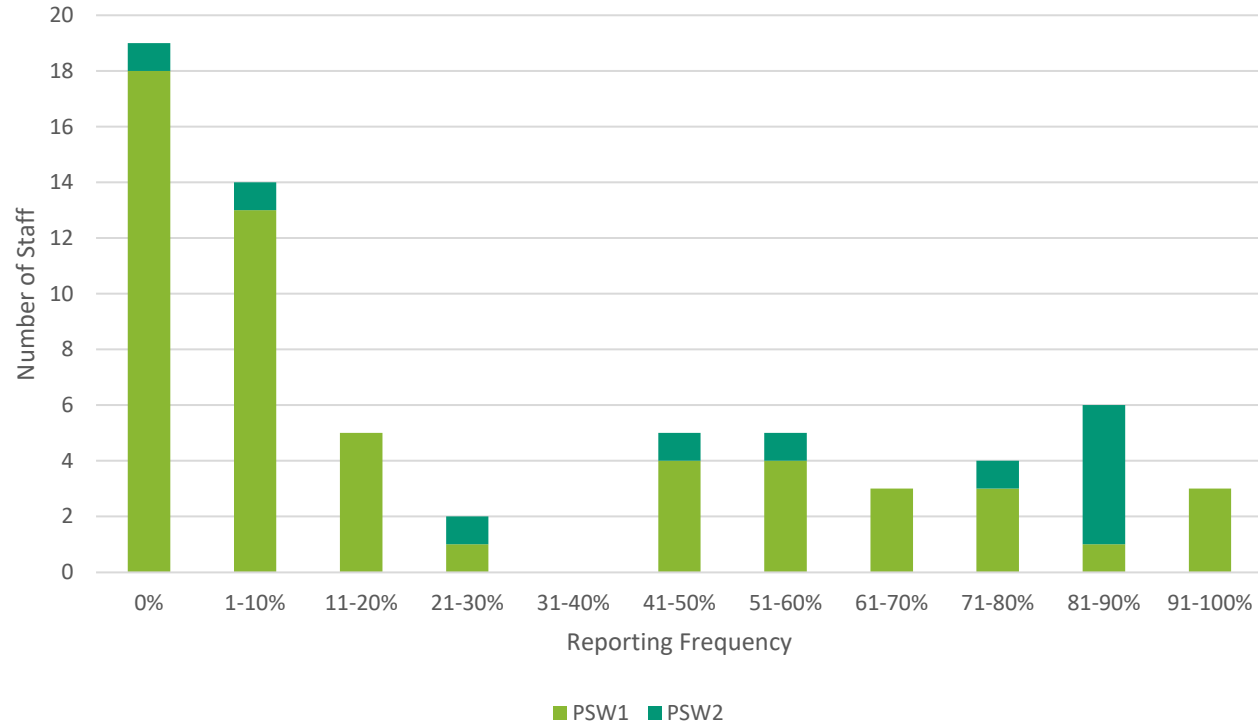


Reporting Frequency and Education

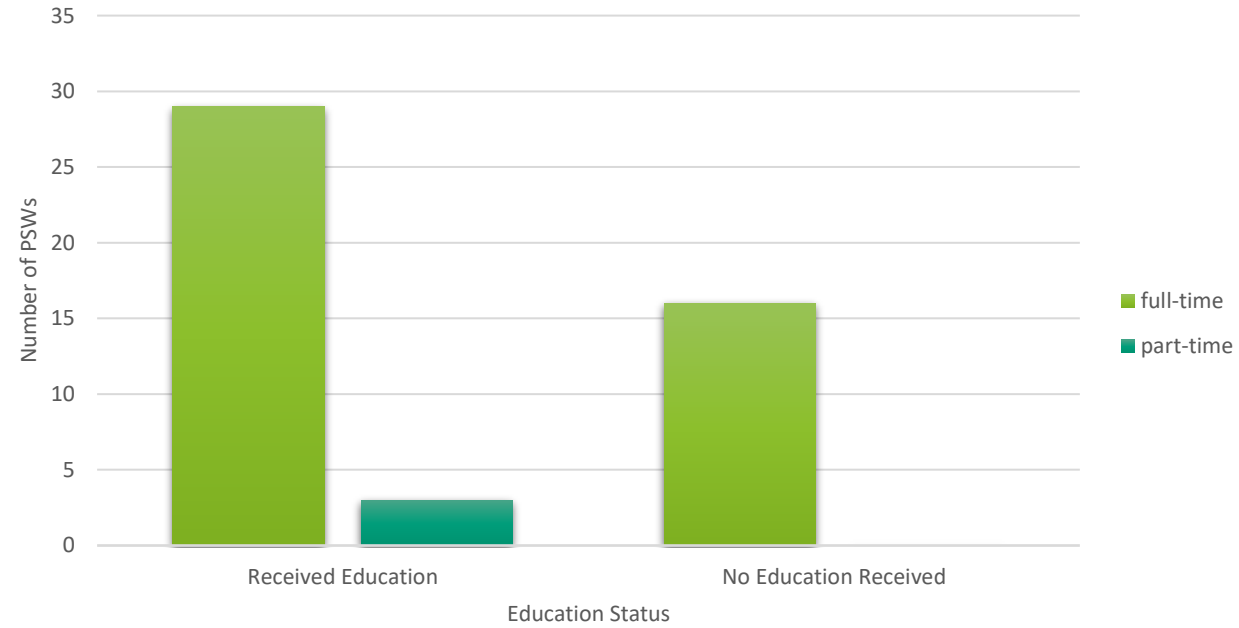


Reporting Frequency and Personal Support Worker Characteristics

Comparison of Job Class and Reporting Frequency



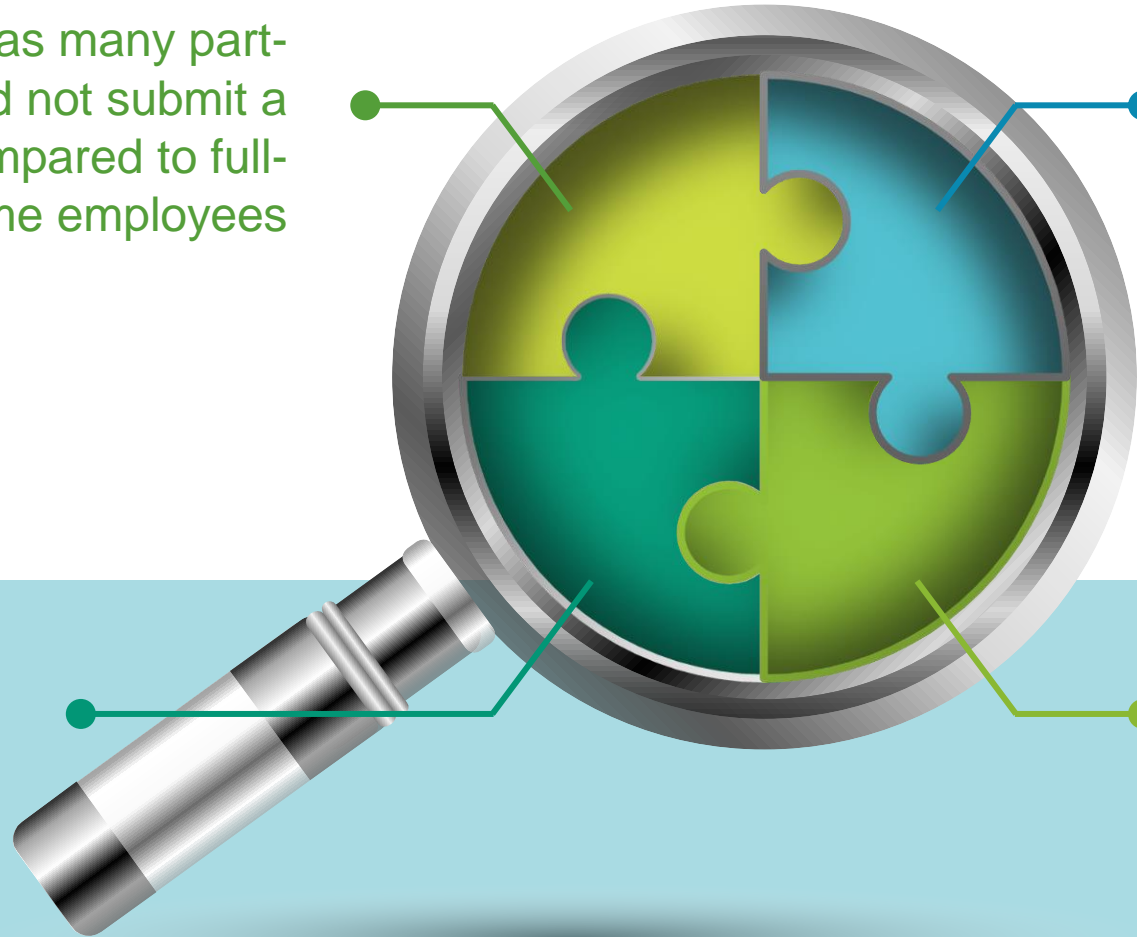
Comparing Education Status, Employment Status and Reporting Status



Key Employee-Characteristics Findings

3 times as many part-timers did not submit a report compared to full-time employees

6 times as many staff who attended education submitted a report



4 times as many PSW2 staff who submitted a report compared to those who did not submit a report

100% of part-time staff who did not submit a report did not receive education

Learnings and Feedback

 **Benefits**

01 Coordinators

- Screening questions are straight forward and easy to integrate into workflow
- CTCL and PSWs are alerted if clients and/or caregivers are resistant/hesitant in answering screening questions

02 Personal Support Workers


- End-of-visit Reporting tool is easy to use and can provide a lot of details
- Prefer this way of reporting over calling the office
- Those who are reporting feel that they are being heard

03 Supervisors & Clinical Leads

- "A powerful tool"
- The tool has given staff the power to report incidents
- The follow-up process has provided staff with support before an injury occurs
- Eye-opener to what the staff are experiencing and perceived as the norm

04 Healthy Workplace Team

- Organized and easy to keep track of incidents
- Details from staff help alert of working conditions so action can be taken before someone gets hurt

 **Areas for Improvement**

- Would like the screening questions to be integrated into documentation system

- Prefer reporting system to be integrated into documentation system staff are currently using

- Initial confusion regarding roles and responsibilities for follow-up process

- Additional resources may be required to monitor and provide support for an organization-wide roll-out

 **Tools Involved**

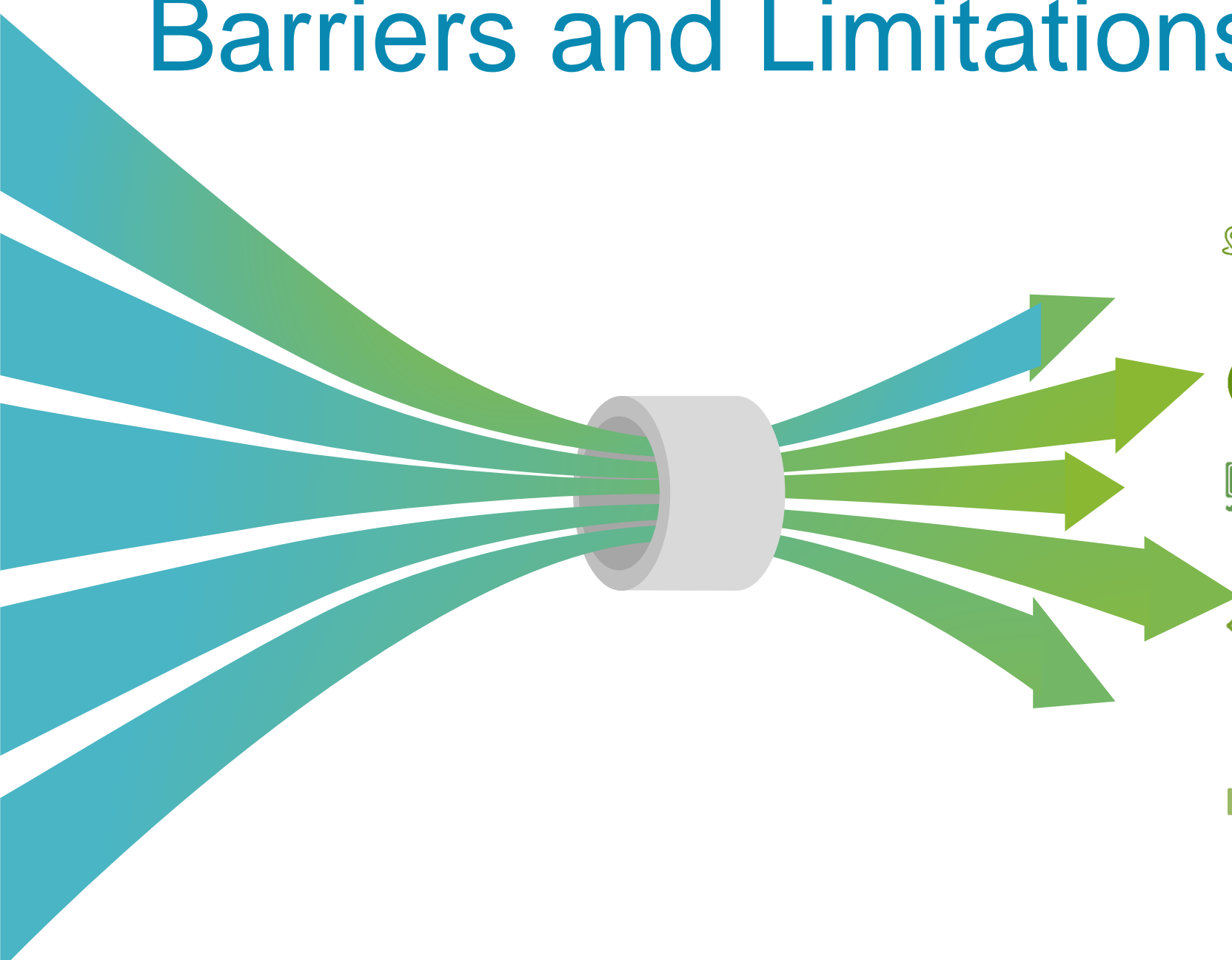
Screening Tool

End-of-Visit Reporting Tool

Alerts & Incident Investigation Report

Incident Investigation Report & Dashboard

Barriers and Limitations



Challenges with training geographically dispersed workforce



Multiple concurrent changes on pilot team



Reporting on a platform outside of usual workflow



Staff perceive unsafe work environment and client behaviors are as "normal" or "part of the job"



Pilot is still ongoing

Recommendations

Leverage technology and automation to enhance team communication



Consider support strategies for part-time staff



Create education to target those of different employment status



Put systems in place so assessing for safe work conditions becomes daily practice



Utilize technology to manage "big data" and assess for trends



Thank you

 Email contact: jchan@vha.ca



References

- DaSilva I., (2019). *The Personal Support Worker in Ontario 2001-2017: An Occupation in Crisis*. OPSWA. Retrieved from https://docs.wixstatic.com/ugd/207a84_1e597a4a81a34f588f57882a7e8638f4.pdf
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- McShane, S. L., Tasa, K., Steen, S. L. (2018). Chapter 2: Individual behavior, personality, and values. In *Canadian Organizational Behaviour* (10th ed., pp. 31-64). McGraw-Hill Ryerson.
- Registered Nurses Association of Ontario. (2019). Preventing violence, harassment and bullying against health workers. Retrieved October 17, 2022, from <https://rnao.ca/bpg/guidelines/preventing-violence-harassment-and-bullying-against-health-workers>

