Improving safety in EDs

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Deputy Secretary
Governance Workforce & Corporate
NSW Health
April 2016
Police officer and security guard shot at Nepean Hospital in western Sydney

January 13, 2016

Megan Levy, Rachel Olding

Police officer and security guard shot at Nepean Hospital
An altercation with a man at Nepean Hospital in Sydney’s west has left a police officer and a security guard with gunshot wounds after the man stole the police officer’s gun during a struggle. Vision: Today Show, Channel Nine

A man arrested over a double shooting inside Nepean Hospital’s emergency department overnight was allegedly holding a pair of scissors to the throat of a female doctor before a police officer and a security guard were shot, a witness says.
What issues did the Nepean incident highlight?

- Degree of priority of WHS in organisational culture
  - Personal safety awareness
  - Identifying patients who could be potentially violent and communicating risk to all relevant staff
  - Access by patients to staff areas
  - Training of ED staff in prevention and management of violent and aggressive behaviour

- Interface between Health and Police on security issues

- EDs experiencing increasing prevalence of “ice” and other psycho stimulant related ED presentations
Security Roundtable

- Security Roundtable held with key stakeholders, clinical experts and industrial / employee associations in February 2016

Key Outcome:

**Security 12-point Action Plan**

Key message:

*Workplace and personal safety is as important as patient safety*
Undertake a detailed security audit of EDs

- Comprehensive security audit of all 24/7 EDs is underway
- Site visits to 20 hospitals

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<th>Hospital</th>
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- All 24/7 EDs completing self assessment questionnaire
- Results of audit due by mid-May 2016
Deliver an intensive program of multi-disciplinary training of ED staff in managing disturbed and aggressive behaviour

### HETI training

**All Staff:**
- Introduction to Work, Health and Safety
- Introduction to Work, Health and Safety for Managers
- Violence Prevention & Management (VPM) – Awareness

**Staff working in high risk environments for workplace violence (eg ED):**
- VPM - Introduction to Legal & Ethical Issues
- Personal Safety (face to face)
- Team Restraint Techniques (face to face)
Deliver an intensive program of multi-disciplinary training of ED staff in managing disturbed and aggressive behaviour

Local training

− LHDs are required to ensure staff receive training in violence prevention and management - training is developed locally to meet local needs *(PD2012_008 Violence Prevention & Management Training Framework for the NSW Public Health System)*

🌟 Experience to date by some LHDs indicates multidisciplinary training is effective

− Audit of EDs will identify where training is occurring and identify best practice

− Workshops on management of patients with Acute Severe Behavioural Disturbance (ASBD) being held across NSW for multidisciplinary staff in EDs will also help inform way forward for training
Engender a stronger workplace health and safety culture

*Workplace and personal safety is as important as patient safety*

- Lessons to be learned from patient safety programs
- Looking at other industries and what they have done, eg toolboxing in mining and construction industries
- Capturing JMOs and other rotating staff
- ED security audit will provide insight and identify gaps

Q: *Should Performance Agreements expressly provide for WHS responsibilities?*
Engender a stronger workplace health and safety culture

- Workplace safety is everybody’s responsibility
- Take workplace and personal safety seriously – lead by example
- Be aware of risks – assess the environment
- Include WHS issues in shift handover discussion
- Escalate safety issues which are not being properly dealt with

Q: What can you do?
Management and treatment pathways for patients presenting to EDs under the influence of psycho-stimulants

- Clinical Reference Group established to develop patient management and treatment pathways for patients presenting to ED with complex Acute Severe Behavioural Disturbance (ASBD)

- Seeking advice from LHDs on progress with implementation of Guideline on Management of Patients with ASBD in EDs (GL2015_007) or other LHD specific practice

- Survey of EDs underway to determine availability of mental health and D&A resources to help manage ABSD patients, eg use of telehealth in rural areas
Ensure adequate arrangements are in place with NSW Police for responding to aggressive individuals at public hospitals

Meeting held with NSW Police and front-line Health staff February 2016

Current MoU with Police focusses on mental health - broader focus required on joint process for assessing safety risk

Better manage waiting times for “Police accompanied” patients to limit operational delays for Police

Strategies to mitigate against “gaming” of the mental health system by offenders

Police firearms on health facilities
Professionalising security staff

- Need for all clinical staff to understand security staff’s role
- Integrate security role in multidisciplinary response to patient aggression
- 3-day Health specific security module developed with TAFE to build skills for working in the health environment - all existing security staff (around 1200) to undertake 3-day course by mid 2017
- Recruiting 15 additional security staff prior to June 2016
- Sponsor Health specific security training to develop a “fit for purpose” workforce with the necessary capabilities (communication skills, negotiation skills)
Examine legislative requirements

- Working with Justice Cluster to clarify that security staff are considered ‘health workers’ when sentencing offenders for assault
- Expand legal protections of security staff
- Use of powers under the *Inclosed Lands Act*
Pilot implementation of the new IMS planned for Murrumbidgee LHD in September 2016

- All users (not just managers) will be able to login and track the progress of incidents they have notified
- Will enable underlying reasons for incidents to be better identified and capture better data on incidents
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<td>PD2015_004 Principles for the Safe Management of Disturbed and/or Aggressive Behaviour and the Use of Restraint</td>
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<td>PD2014_004 Incident Management Policy</td>
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<td>PD2012_008 Violence Prevention &amp; Management Training Framework for the NSW Public Health System</td>
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<td>PD2012_035 Aggression, Seclusion &amp; Restraint in Mental Health Facilities in NSW</td>
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<td>PD2010_033 Children and Adolescent Safety and Security in Acute Health Facilities</td>
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<td>GL2015_007 Management of patients with Acute Severe Behavioural Disturbance in Emergency Departments</td>
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<td>GL2013_002 Management of NSW Police Force Officers' Firearms in Public Health Facilities and Vehicles</td>
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<td>Mental Health for Emergency Departments – A Reference Guide</td>
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<td>Information Sheet – Role of Security Staff Working in NSW Health</td>
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