



UHN Security QI Project: Workplace Violence Structural Quality Indicators

Welcome to Survey 1a: Structural Quality Indicators (n=24)

Dear esteemed colleague,

We would like to thank you for engaging in our quality improvement project for the University Health Network (UHN). Currently, a multi-level quality improvement project is underway, addressing workplace violence (WPV) and Code White incident management across all sites at UHN. The focus of this subproject (project 2 of 12) is on measuring and understanding WPV and agitation management in the context of Code White incident management. This survey will help us to further determine the validity, feasibility and importance of key quality indicators suggested by literature which focus on evaluating workplace violence in healthcare settings. The information you provide will contribute to determining the final set of quality indicators to be implemented at UHN for the evaluation and reporting of workplace violence.

-UHN Security QI Team



UHN Security QI Project: Workplace Violence Structural Quality Indicators

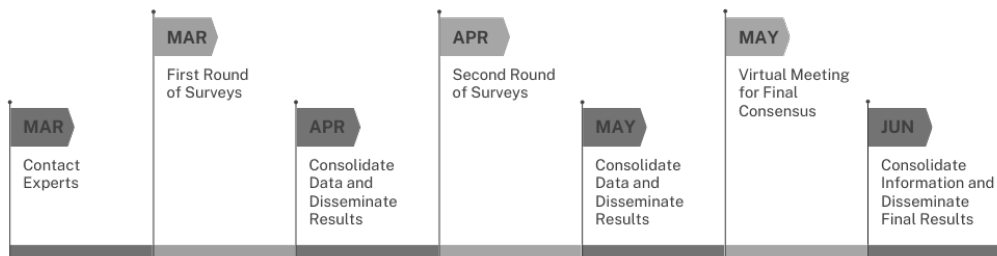
Consent

Request for involvement for QI Delphi Process

The Delphi Process is a systematic method to develop important quality indicators by expert consensus. This process will include 2 rounds of anonymous online surveys for the expert participant to complete. The first round will include 3 surveys of categorized quality indicators (structure, process & outcome) which will be reviewed, and assessed by expert group consensus for validity, feasibility and importance. We will provide individual expert participant feedback of their responses and the anonymous group consensus for each quality indicator. After incorporating quality feedback from the first round, we will send a second round of anonymous surveys with the same process outlined above. Finally, following the analysis of the 2 survey rounds, we will organize a moderated virtual meeting to discuss the results with all participants for final consensus.

WPV Delphi Process Timeline

WPV Delphi Process Timeline



Information Confidentiality and Dissemination

Taking part in the Delphi surveys and virtual meeting are optional. If you decide not to participate, your employment will not be affected in any way. The information you provide will only be seen by the UHN Security QI Team: two staff physicians, a security director, and a research analyst. Others within UHN and outside of UHN will only see a summary of the summary data collected. Your responses will not be linked to your name or personal information in any way and will be stored separately from your personal information. It will be kept on a secure UHN server for a two-year period. If the results of this survey interview are published or presented at meetings, your name and other personal identifying information will not be used, and your responses will not be linked to your name or personal information in any way.

Contacts Information

If you have questions about this QI project, please contact Christian Schulz-Quach (Christian.schulz-quach@uhn.ca). If you have questions about your rights as a participant in a UHN Quality Improvement Project, please contact the UHN Quality Improvement Review Committee (QIRC) at QI@uhn.ca. QIRC is a group of people who oversee the ethical conduct of QI projects; they are not part of the project team.

Consent for Future Contact

We are asking for your name and most accessible contact information below, for each iteration of the Delphi Process (2 anonymous rounds of surveys and 1 virtual meeting). We will contact you to send details of the surveys and virtual meeting, including reminders for survey completion. We will also provide feedback of results after each round of the survey.

If you give us permission to contact you, please fill in your contact information in the space provided. This information will be kept separately from all other information you provide. It will be seen by the UHN Security QI Team and kept in an electronic database for a two-year period.

Thank you for your consideration for participation!

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Thank you for your consideration for participation!

1. Name:

2. Best accessible email:

3. Best accessible phone number:



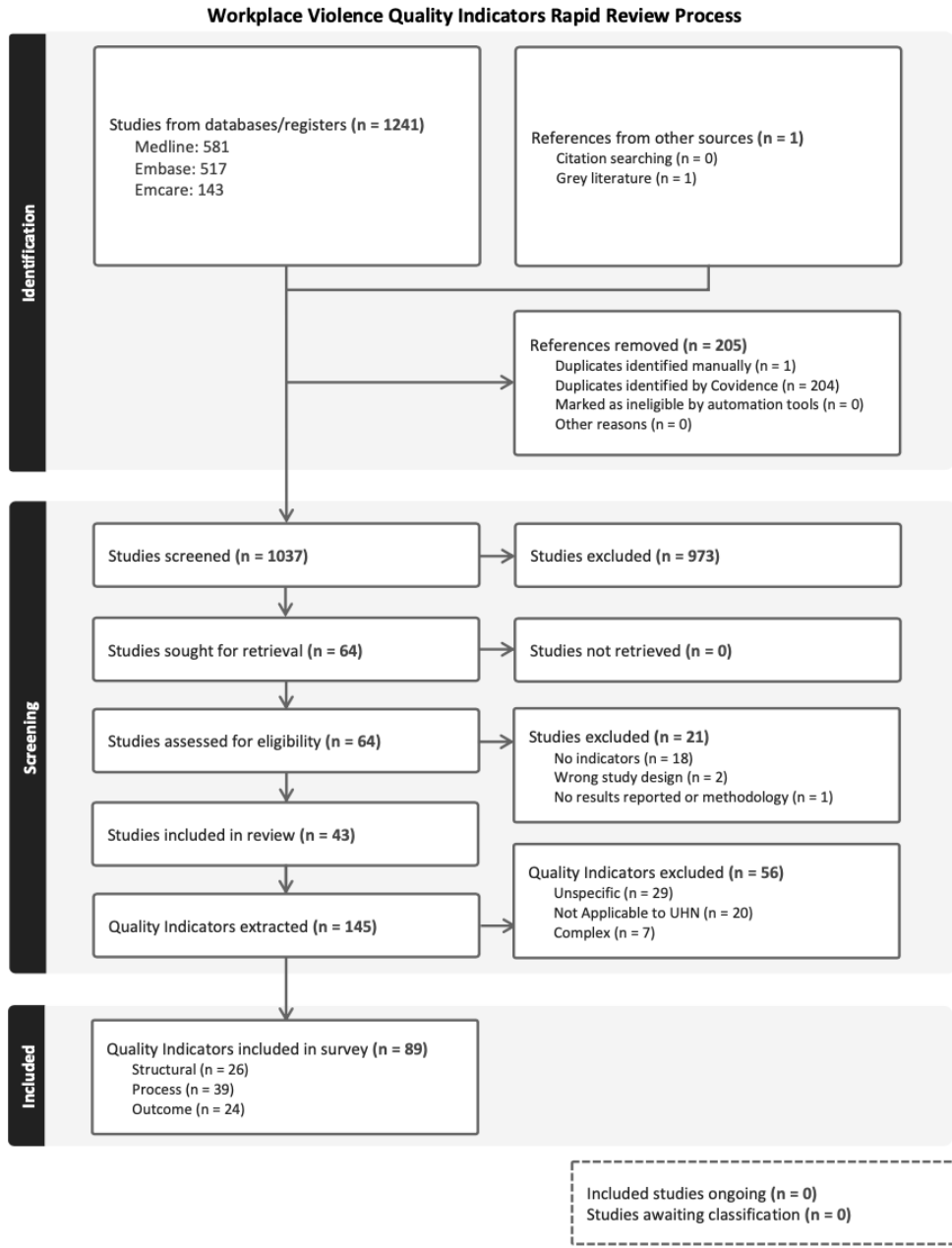
UHN Security QI Project: Workplace Violence Structural Quality Indicators

Workplace Violence Quality Indicator Rapid Review Process

Please see the flow chart below depicting the process that we used to select the quality indicators in this survey.

Workplace Violence Quality Indicator Rapid Review Process

(Sethi, Lyver, Hanagan & Schulz-Quach, 2022)





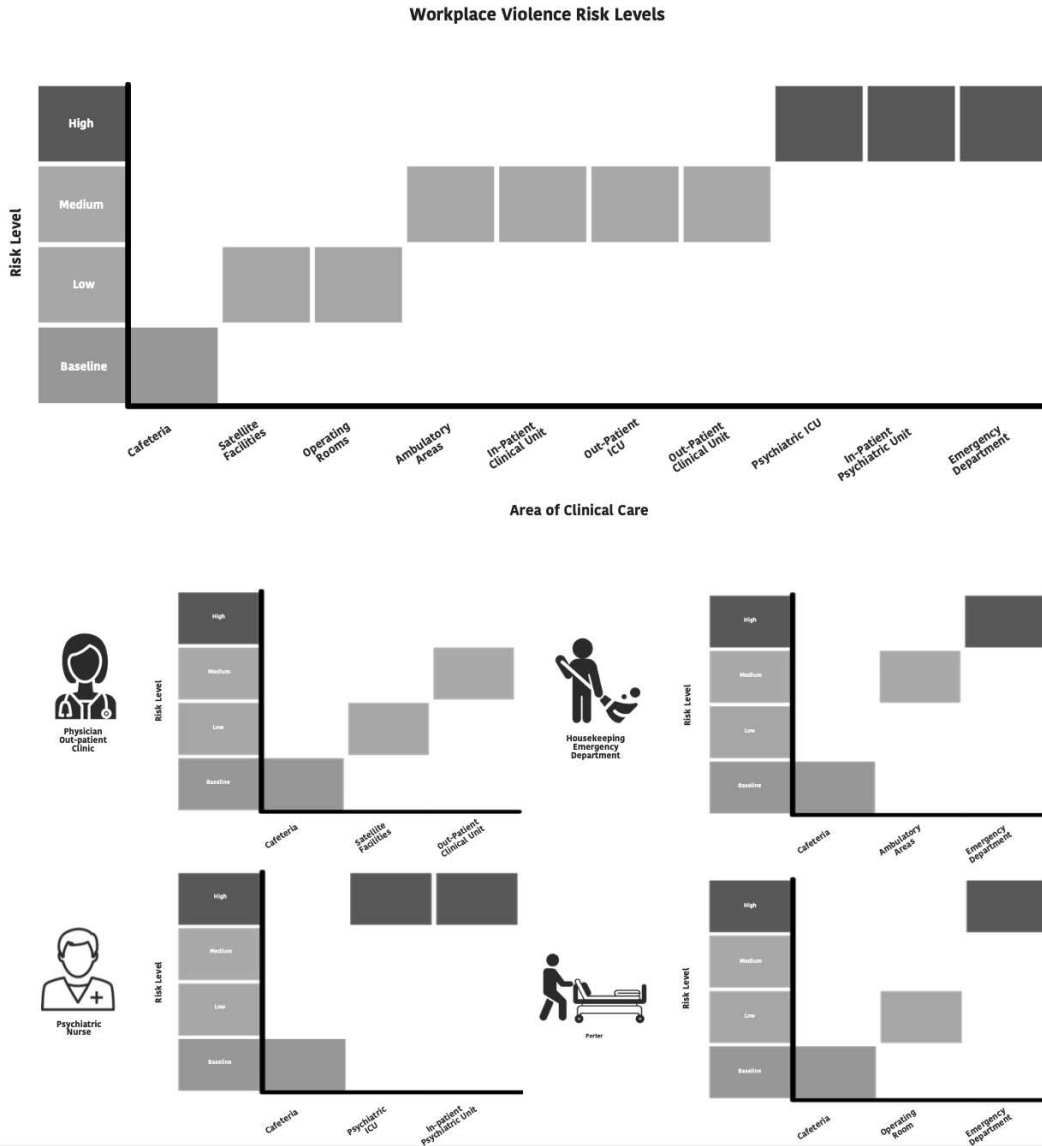
UHN Security QI Project: Workplace Violence Structural Quality Indicators

Structural Quality Indicators Related to Healthcare Worker Training

The following section focuses on structural quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.

Please evaluate the validity, feasibility and importance for each of the following structural quality indicators' ability to evaluate UHN healthcare workers' training related to WPV.

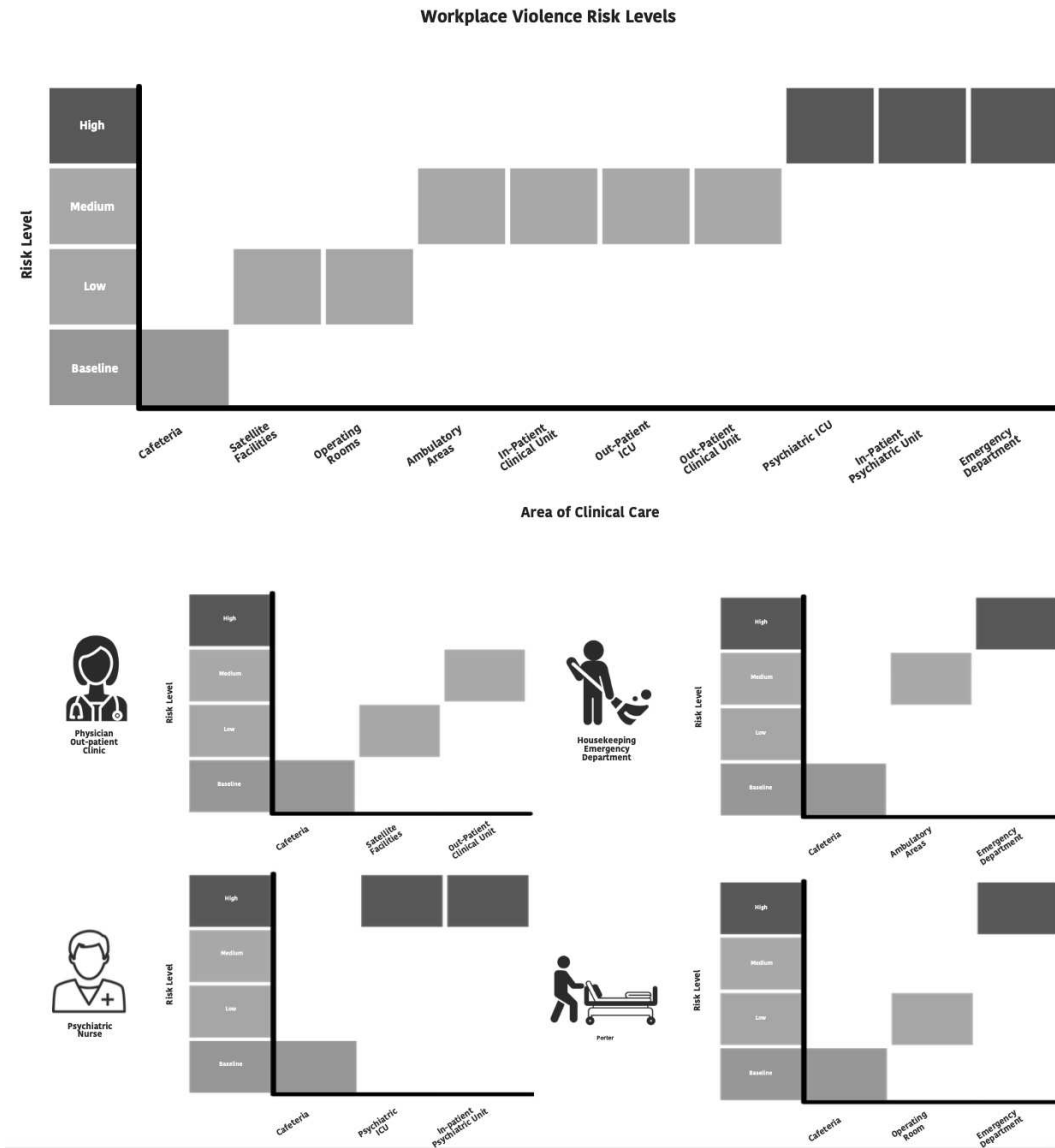
4. Percentage of new hire HCWs who completed risk-profile specific WPV training (Level 1-4) within the past calendar year at UHN.



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

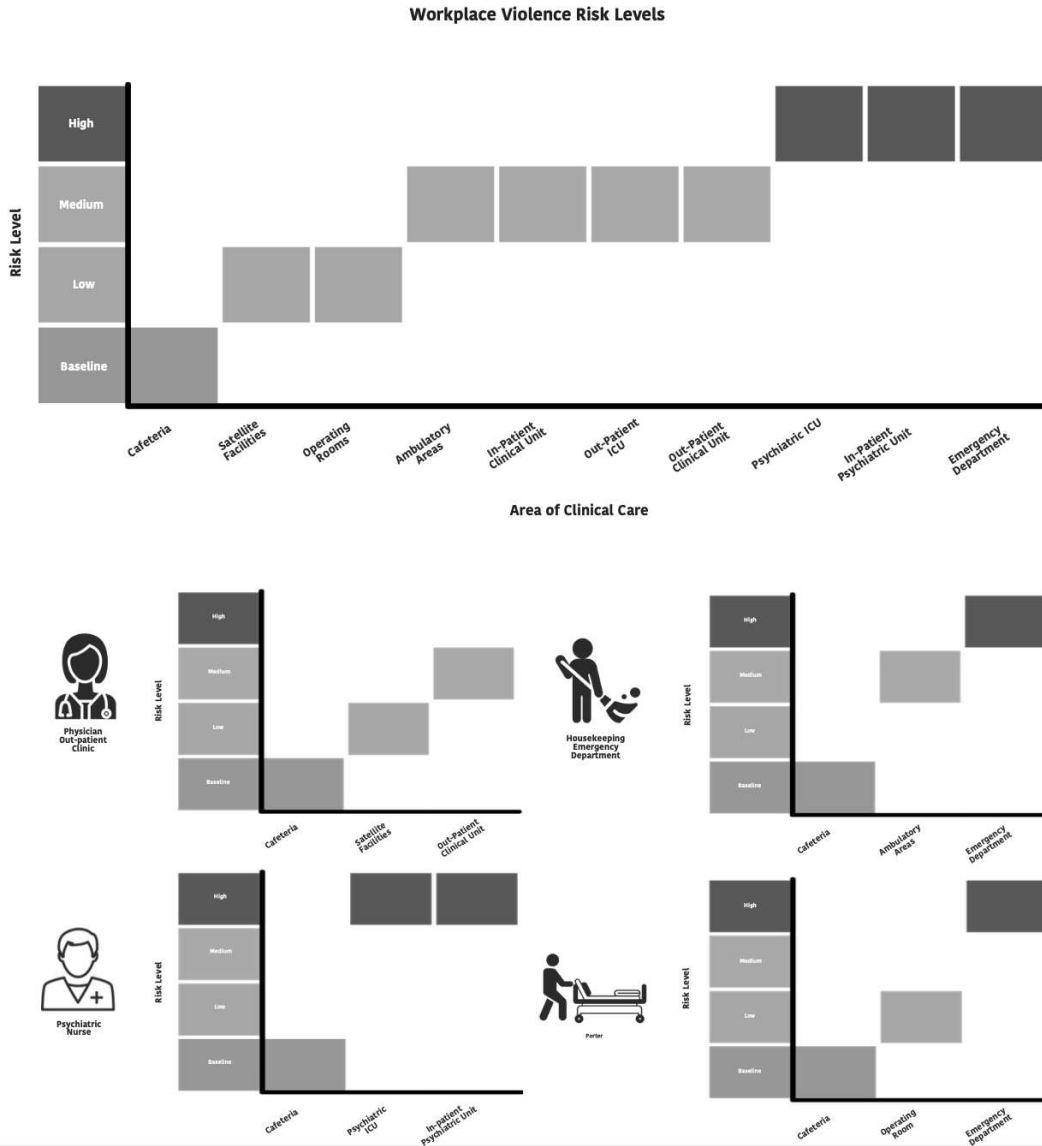
5. Percentage of HCW who completed risk-profile specific refresher WPV training (Level 1-4) within the past calendar year at UHN.



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

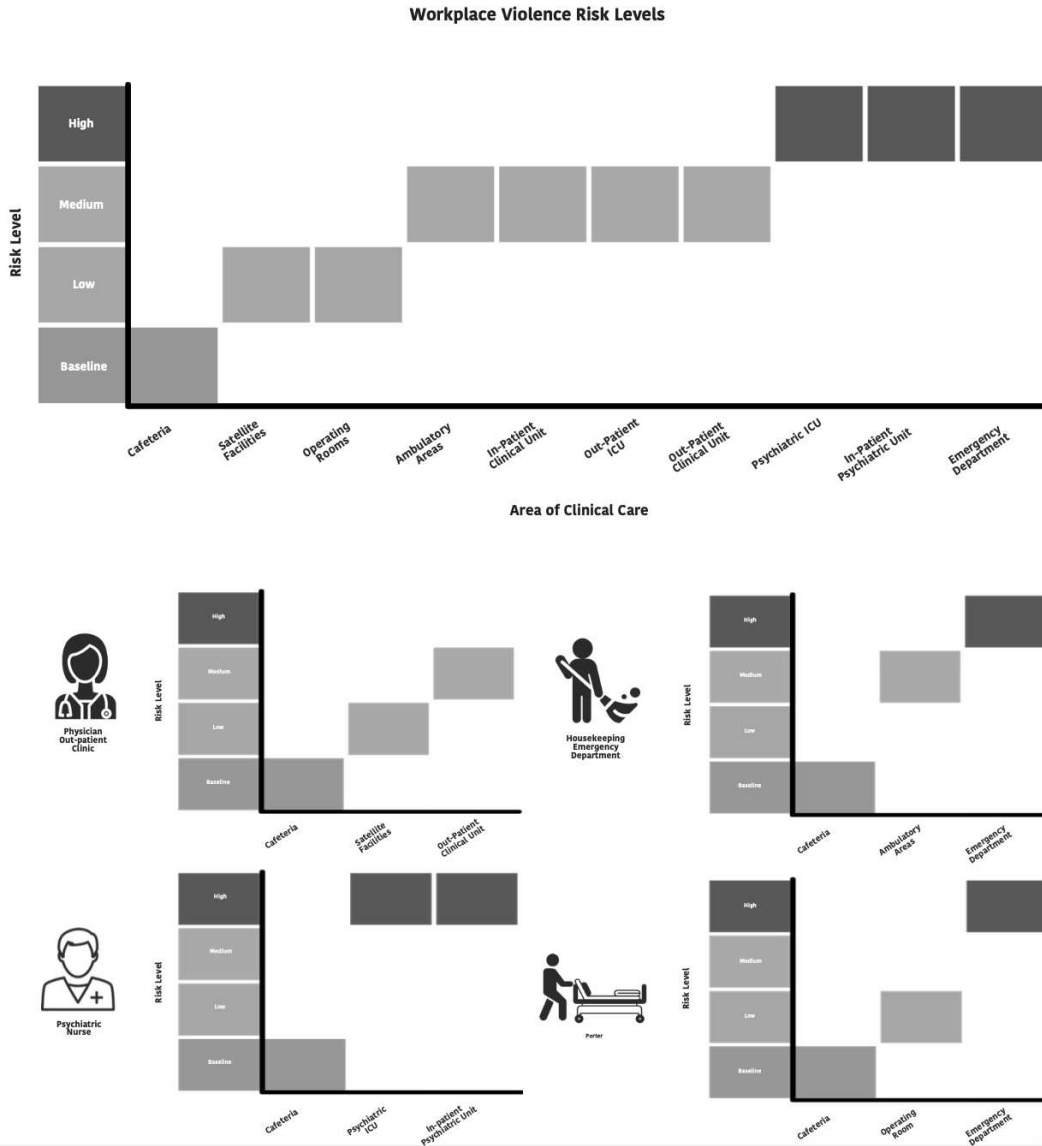
6. Percentage of new hire HCW with level 3 & 4 risk-profiles who completed Code White training within the past calendar year at UHN.



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

7. Percentage of HCW with level 3 & 4 risk-profiles who completed refresher Code White training within the past calendar year at UHN.



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



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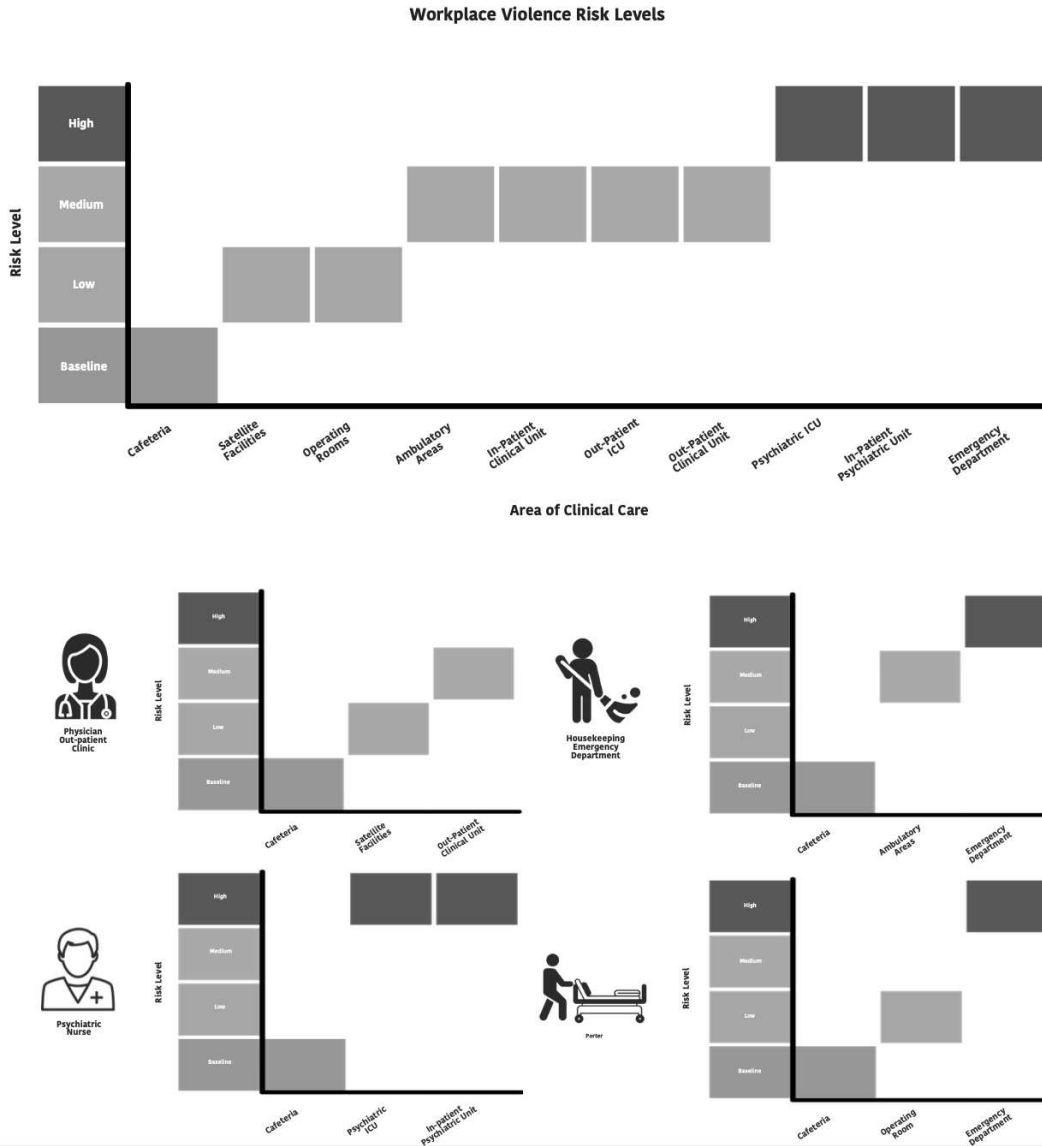
Please evaluate the validity, feasibility and importance for each of the following structural quality indicators' ability to evaluate UHN healthcare workers' training related to WPV.

8. Percentage of HCW who participated in Code White simulation training within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

9. Percentage of HCW with completed risk-profile specific WPV training (Level 1-4) who evaluated their training experience at 70% or above, within the past calendar year at UHN.



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

10. Percentage of HCW who evaluated their Code White training experience at 70% or above, within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

11. Percentage of HCW that evaluate their confidence at 70% or above with de-escalating aggressive behaviours within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



UHN Security QI Project: Workplace Violence Structural Quality Indicators

Structural Quality Indicators Related to the Perspective of UHN Healthcare Workers

The following section focuses on structural quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.

Please evaluate the validity, feasibility and importance for each of the following structural quality indicators' ability to evaluate UHN healthcare workers' perspectives on topics related to WPV.

12. Percentage of HCW within the last calendar year who feel 70% or above confident about their awareness of the UHN policy on how and when to report WPV.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

13. Percentage of ED HCW who evaluate their satisfaction with the general level of security presence at 70% or above within the past calendar year.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

14. Percentage of HCW who evaluate their satisfaction with UHN safety guidelines and procedures at 70% or above within the past calendar year.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

15. Percentage of HCW who evaluate their satisfaction with transfer of accountability (TOA) process at 70% or above for patients involved in Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

16. Percentage of HCW who evaluate their satisfaction with availability of resources for Code White management at 70% or above within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

17. Percentage of HCWs who evaluated their satisfaction with the functionality of panic alarm buttons at 70% or above within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

18. Percentage of HCW who evaluated their satisfaction with Code White response time at 70% or above within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



UHN Security QI Project: Workplace Violence Structural Quality Indicators

Structural Quality Indicators Related to Patient Flow

The following section focuses on structural quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.

Please evaluate the validity, feasibility and importance for each of the following structural quality indicators' ability to evaluate patient flow related to WPV.

19. Median 'admit to psychiatry' decision time to ED departure time for patients within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

20. Median time in minutes from triage to first-contact with clinician for patients involved in Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

21. Median time from disposition decision 'transfer to external facility' to actual ED departure for patients involved in Code White incident within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

22. Percentage of triaged patients who leave the ED without full clinical assessment within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

23. Percentage of patients involved in Code White incidents who have a complete set of vital signs documented within 30 minutes of ED arrival within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



UHN Security QI Project: Workplace Violence Structural Quality Indicators

Structural Quality Indicators Related to Patient Flow

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Please evaluate the validity, feasibility and importance for each of the following structural quality indicators' ability to evaluate patient flow related to WPV.

24. Total number of hours that the Psychiatric Emergency Services Unit (PESU) was unable to accept transfers from medical EDs within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

25. Median number of HCWs present for the administration of an intervention within the past calendar year at UHN.

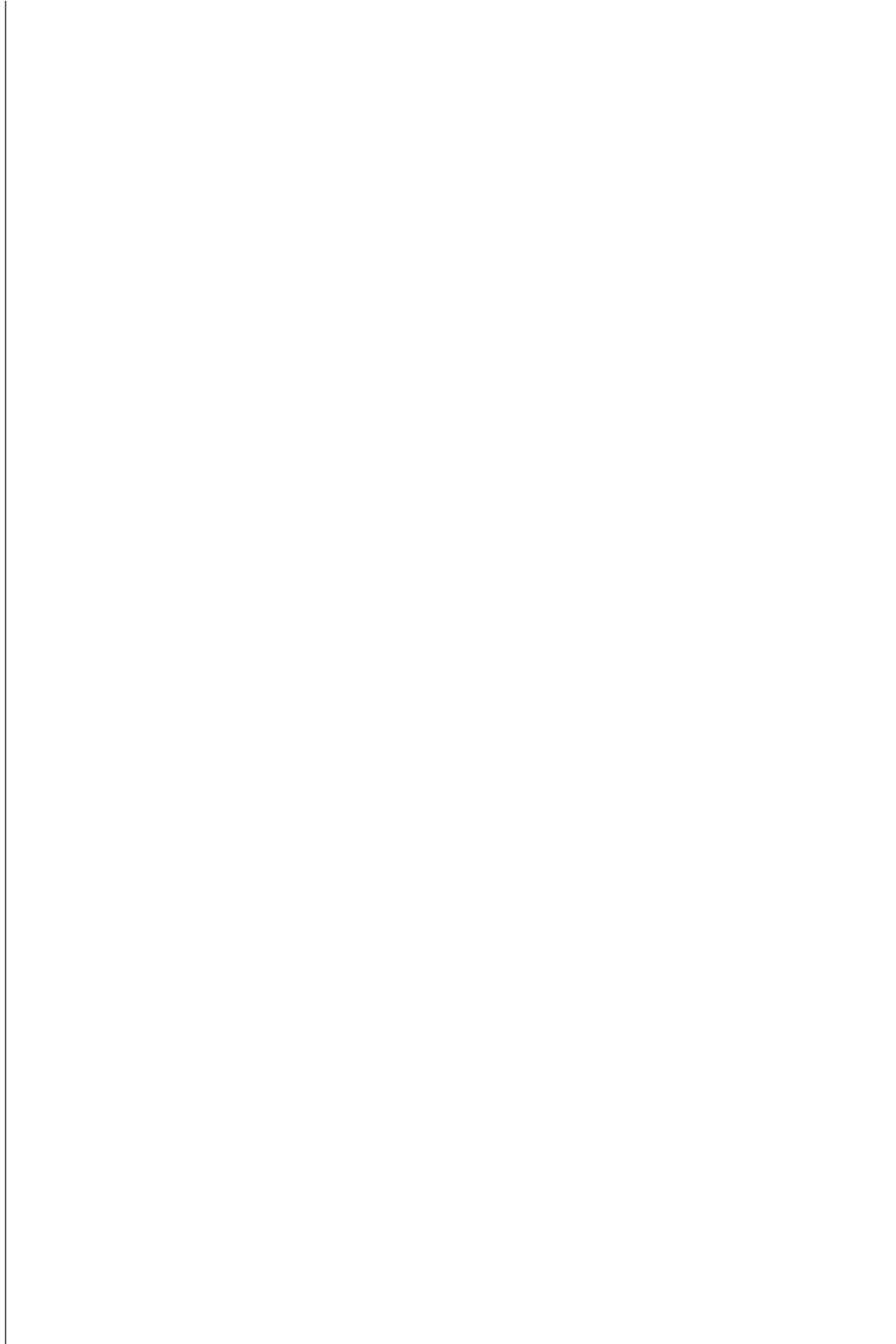
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

26. Percentage of Code White patients referred to psychiatry within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:





UHN Security QI Project: Workplace Violence Structural Quality Indicators

Structural Quality Indicators Related to Interventions Implemented Following Code White

The following section focuses on structural quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.

Please evaluate the validity, feasibility and importance for each of the following structural quality indicators' ability to evaluate interventions implemented following Code White incidents.

27. Percentage of patients with a newly documented behavioural safety alert who received a documented intervention for agitation during the same encounter within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

28. Percentage of WPV incidences that were reported by HCWs within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

29. Percentage of patients with a care plan or updated care plan following a Code White incident within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



UHN Security QI Project: Workplace Violence Structural Quality Indicators

Structural Quality Indicators

Please provide feedback and suggestions on structural quality indicators that you believe should be implemented at UHN for the evaluation and reporting of workplace violence based on your expertise. Opportunities to comment on process and outcome quality indicators will be available in surveys 1b and 1c respectively.

30. Which additional **structural** quality indicators should be included?

31. Do you have any additional feedback on the survey?

We thank you for participating in this first of three surveys of the first round of the Delphi process. We will contact you regarding the second survey (process quality indicators) in due course.