



## UHN Security QI Project: Workplace Violence Quality Indicators

Welcome to Survey 2: Quality Indicators (n=18)

**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. After the first round of surveys, we have reached a preliminary consensus on 18 quality indicators. This survey will help us to evaluate experts' satisfaction with key quality indicators suggested by literature that 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 Quality Indicators

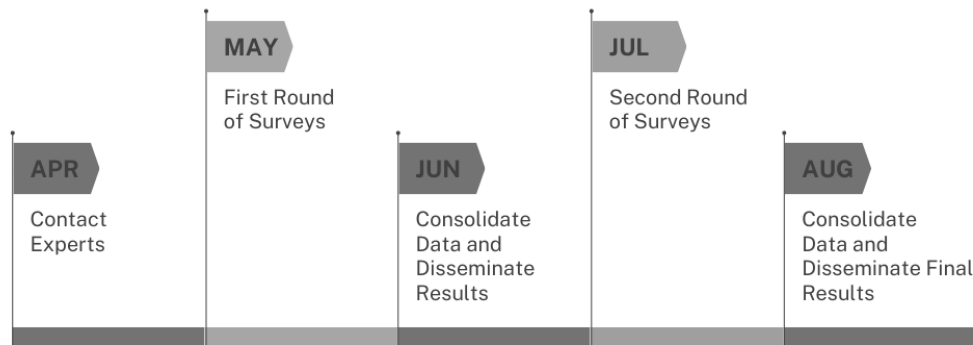
### QI Delphi Process

**The Delphi Process is a systematic method to develop important quality indicators by expert consensus. This process includes 2 rounds of anonymous online surveys for the expert participants to complete. The first round of surveys has been reviewed and assessed for expert group consensus on validity, feasibility and importance. After incorporating quality feedback from the first round, we are sending a second round of anonymous surveys to evaluate experts' satisfaction with the quality indicators. All indicators that obtained a consensus of 90% or above in either validity, feasibility or importance and that had the ability to be operationalized at UHN, as analyzed by the moderators, were included in the second survey. Following the analysis of the second survey round, we will disseminate the results to all of those who responded.**

For the purpose of this Delphi process, Healthcare Workers (HCWs) includes all employees, learners, and volunteers exposed to clinical areas of care.

### WPV Delphi Process Timeline

## WPV Delphi Process Timeline

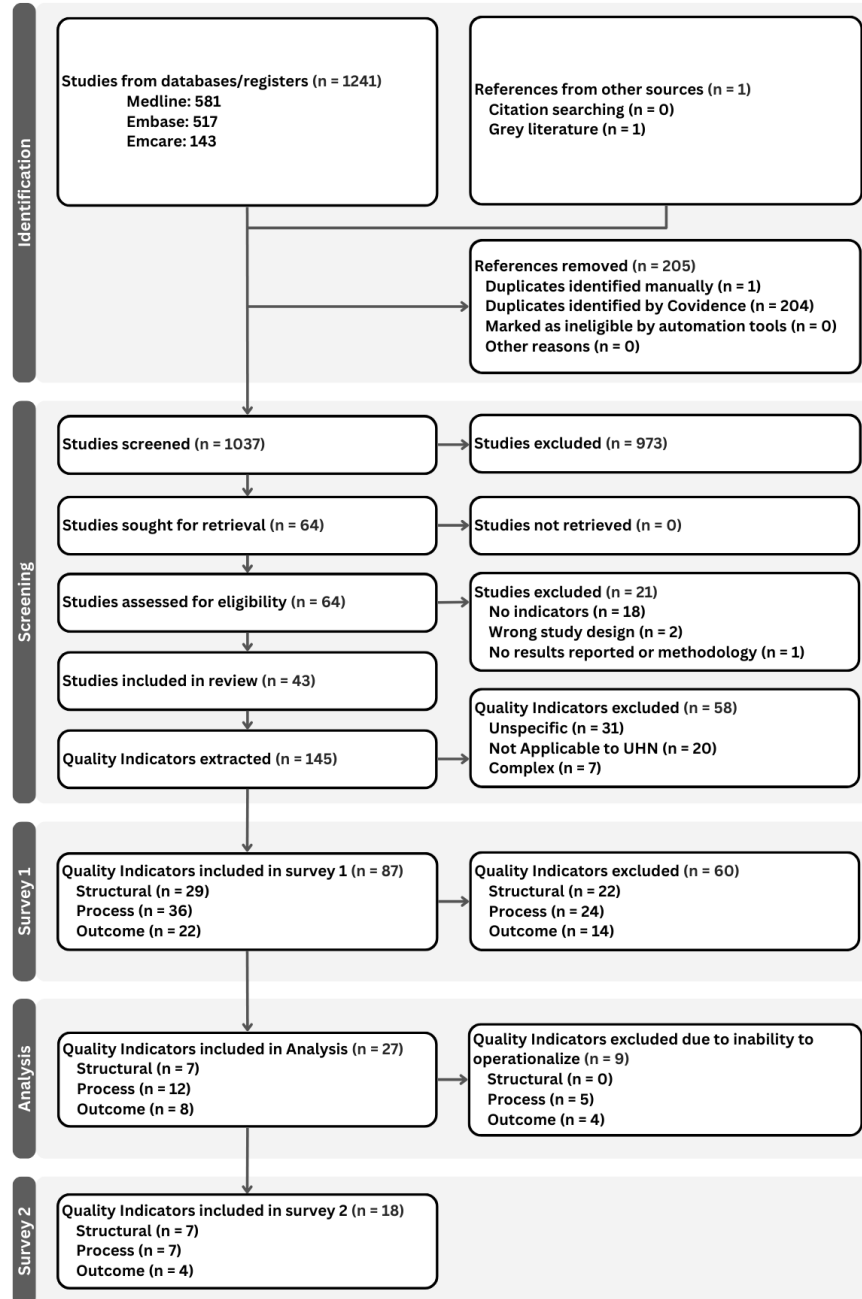


### WPV Quality Indicators Delphi Process

Please see the flowchart above depicting the process that we used to select the quality indicators included in this survey.

(Sethi, Lyver, Hanagan, Haines & Schulz-Quach, 2023)

### Workplace Violence Quality Indicators Delphi Process



1. Name:



UHN Security QI Project: Workplace Violence Quality Indicators

Structural Quality Indicators

**Please evaluate your overall level of satisfaction with the following structural quality indicator's ability to evaluate WPV at UHN.**

2.

Structural Quality Indicator	Percentage of new hire HCWs who completed risk-profile specific WPV training (Level 1-4) within 90 days of onboarding at UHN.
Background	WPV training has been highlighted as a top need for UHN. Profiling new hires based on environmental risk for WPV and implementing risk-appropriate training is essential.
Operationalize for UHN	$\frac{\text{Total number of new hires that completed WPV training within 90 days of onboarding within the past calendar year}}{\text{Total number of new hires at UHN within the past calendar year}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:



UHN Security QI Project: Workplace Violence Quality Indicators

Structural Quality Indicators

**Please evaluate your overall level of satisfaction with the following structural quality indicator's ability to evaluate WPV at UHN.**

3.

<b>Structural Quality Indicator</b>	<b>Percentage of new hire HCW with level 3 &amp; 4 risk profiles who completed Code White training within 90 days of onboarding at UHN.</b>
<b>Background</b>	Code White training has been highlighted as a top need for UHN. Profiling new hires based on environmental risk for WPV and implementing risk-appropriate training is essential.
<b>Operationalize for UHN</b>	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <p>Total number of new hires profiled with level 3 &amp; 4 that completed Code white training within 90 days per calendar year</p> </div> <div style="text-align: center;"> <math>\frac{\cdot}{\cdot}</math> </div> <div style="text-align: center;"> <p>Total number of new hires profiled with level 3 &amp; 4 per calendar year</p> </div> </div>
<b>Data Source</b>	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:



UHN Security QI Project: Workplace Violence Quality Indicators

Structural Quality Indicators

**Please evaluate your overall level of satisfaction with the following structural quality indicator's ability to evaluate WPV at UHN.**

4.

Structural Quality Indicator	Median time in minutes from triage to first-contact with HCW for patients involved in Code White incidences within the past calendar year at UHN.
Background	The literature and UHN have highlighted the importance of measuring the amount of time taken for first contact with an HCW.
Operationalize for UHN	Median amount of time in minutes from triage to first-contact with HCW for patients involved in Code White incidents within the past calendar year.
Data Source	<b>Epic</b>

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



UHN Security QI Project: Workplace Violence Quality Indicators

Structural Quality Indicators

**Please evaluate your overall level of satisfaction with the following structural quality indicator's ability to evaluate WPV at UHN.**

5.

Structural Quality Indicator	Percentage of WPV incidences that were reported by HCWs within the past calendar year at UHN.
Background	Underreporting is a significant challenge in healthcare that has been identified in the literature. This indicator will provide a measurement for WPV reporting culture at UHN.
Operationalize for UHN	$\frac{\text{Total number of WPV events reported by HCW within the past calendar year}}{\text{Total UHN Security logs of WPV within the past calendar year at UHN}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:






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Structural Quality Indicators

**Please evaluate your overall level of satisfaction with the following structural quality indicator's ability to evaluate WPV at UHN.**

6.

Structural Quality Indicator	Percentage of patients with a care plan or updated care plan following a Code White incident within the past calendar year at UHN.	
Background	This indicator highlights the importance of UHN Behavioural Safety Alerts (BSA) and care plan activation or modification after a code white.	
Operationalize for UHN	Total number of patients involved in a code white that resulted in an updated or newly created Behavioural Safety Alert (BSA) or care plan within the past calendar year	$\frac{\cdot}{\cdot}$ Total number of patients involved in a code white within the past calendar year
Data Source		

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:



UHN Security QI Project: Workplace Violence Quality Indicators

Structural Quality Indicators

**Please evaluate your overall level of satisfaction with the following structural quality indicator's ability to evaluate WPV at UHN.**

7.

Structural Quality Indicator	<p><b>Rate of reported incidents of physical harm towards HCW per 1000 patient visits within the last calendar year at UHN.</b></p>
Background	<p>UHN has highlighted concerns with physical harm towards HCW. This indicator informs UHN of the rate of physical harm towards HCWs in the patient population.</p>
Operationalize for UHN	$\left( \begin{array}{l} \text{Incidents of physical} \\ \text{harm within the past} \\ \text{calendar year} \end{array} \right) \div \left( \begin{array}{l} \text{Total number of patient} \\ \text{visits within the past} \\ \text{calendar year} \end{array} \right) \times 1000 \text{ patients}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:




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Structural Quality Indicators

**Please evaluate your overall level of satisfaction with the following structural quality indicator's ability to evaluate WPV at UHN.**

8.

<b>Structural Quality Indicator</b>	<b>Rate of reported incidents of physical harm towards HCW involving a weapon per 1000 patient visits within the last calendar year at UHN.</b>
<b>Background</b>	HCP at UHN have highlighted concerns with harm involving weapons in the emergency departments. Weapons are defined as any object that can be used to cause harm in a threatening manner including firearms as per UHN Code White Policy.
<b>Operationalize for UHN</b>	$\left( \begin{array}{l} \text{Incidents of (Code White} \\ \text{Caution + Code Silver + WPV} \\ \text{involving Weapons) within} \\ \text{the past calendar year} \end{array} \right) \div \left( \begin{array}{l} \text{Total number of patient} \\ \text{visits within the past} \\ \text{calendar year} \end{array} \right) \times 1000 \text{ patients}$
<b>Data Source</b>	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:




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Process Quality Indicators

**Please evaluate your overall level of satisfaction with the following process quality indicator's ability to evaluate WPV at UHN.**

9.

Process Quality Indicator	Percentage of Code Whites involving physical force towards environment within the past calendar year at UHN.
Background	This indicator highlights the level of violence towards the UHN environment (eg. equipment, property). As per UHN Security, we define physical force toward the environment as environment rendered inoperable or damaged following a WPV event.
Operationalize for UHN	$\frac{\text{Number of code whites involving physical force towards UHN environment within the past calendar year}}{\text{Total Code whites within the past calendar year}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:




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Process Quality Indicators

**Please evaluate your overall level of satisfaction with the following process quality indicator's ability to evaluate WPV at UHN.**

10.

Process Quality Indicator	Percentage of Code Whites involving physical force towards HCWs within the past calendar year at UHN.
Background	UHN has highlighted concerns with physical harm towards HCW. This indicator informs UHN of the percentage of physical harm during Code Whites towards HCWs.
Operationalize for UHN	$\frac{\text{Number of Code whites involving physical force towards UHN HCW within the past calendar year}}{\text{Total Code whites within the past calendar year}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:




UHN Security QI Project: Workplace Violence Quality Indicators

Process Quality Indicators

**Please evaluate your overall level of satisfaction with the following process quality indicator's ability to evaluate WPV at UHN.**

11.

Process Quality Indicator	Percentage of UHN Security activation within the past calendar year due to Code White incidences.
Background	This indicator highlights the importance of UHN Security involvement for code white incidences.
Operationalize for UHN	$\frac{\text{Total number of Code White UHN Security logs within the past calendar year}}{\text{Total number of UHN Security logs within the past calendar year}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction                             

Additional comments:




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Process Quality Indicators

**Please evaluate your overall level of satisfaction with the following process quality indicator's ability to evaluate WPV at UHN.**

12.

Process Quality Indicator	Percentage of UHN Security logs within the past calendar year due to Patient assist restraints.
Background	This indicator highlights the importance of UHN Security involvement for patient assist restraints. Patient assist restraint is defined as security assistance provided in collaboration with Nursing staff for the safe application of approved physical restraints to a patient.
Operationalize for UHN	$\frac{\text{Total number of patient assist restraint UHN Security logs within the past calendar year}}{\text{Total number of UHN Security logs within the past calendar year}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:



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Process Quality Indicators

**Please evaluate your overall level of satisfaction with the following process quality indicator's ability to evaluate WPV at UHN.**

13.

Process Quality Indicator	Frequency of UHN Security involvement per 1000 ED patient visits.
Background	This indicator highlights the importance of UHN Security involvement in relation to the population served.
Operationalize for UHN	$\left( \begin{array}{l} \text{UHN Security activation} \\ \text{logs for ED patients within} \\ \text{the past calendar year} \end{array} \div \begin{array}{l} \text{Total number of ED} \\ \text{patient visits within the} \\ \text{calendar year} \end{array} \right) \times 1000 \text{ patients}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction                             

Additional comments:






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Process Quality Indicators

**Please evaluate your overall level of satisfaction with the following process quality indicator's ability to evaluate WPV at UHN.**

14.

Process Quality Indicator	Percentage of physical restraints utilized during Code White incidents within the past calendar year at UHN.
Background	This indicator highlights the use of physical restraints and the intensity of Code Whites within UHN.
Operationalize for UHN	$\frac{\text{Total number of Code whites requiring physical restraints within the past calendar year}}{\text{Total number of Code Whites within the past calendar year}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:



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Process Quality Indicators

**Please evaluate your overall level of satisfaction with the following process quality indicator's ability to evaluate WPV at UHN.**

15.

Process Quality Indicator	<p>Percentage of patients involved in a Code White incident that have a documented plan for prevention or treatment of re-escalation within the past calendar year at UHN.</p>
Background	This indicator highlights the importance of UHN Behavioural Safety Alerts (BSA) and care plan utility for code whites.
Operationalize for UHN	<div style="display: flex; align-items: center; justify-content: space-between;"> <div style="width: 45%;"> <p>Total number of patients involved in a Code White with a current Behavioural Safety Alert (BSA) or safety plan within the past calendar year</p> </div> <div style="width: 10%; text-align: center;"> <math>\div</math> </div> <div style="width: 45%;"> <p>Total number of Code Whites within the past calendar year</p> </div> </div>
Data Source	

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



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Outcome Quality Indicators

**Please evaluate your overall level of satisfaction with the following outcome quality indicator's ability to evaluate WPV at UHN.**

16.

Outcome Quality Indicator	Percentage of HCWs involved in a WPV incident that reported physical injury within the past calendar year at UHN.
Background	UHN has highlighted concerns with underreporting physical injury towards HCW. This indicator informs UHN of reporting physical injury and severity of WPV.
Operationalize for UHN	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <p>Total number of HCW reported physical injury from WPV within the past calendar year</p> </div> <div style="text-align: center;"> </div> <div style="text-align: center;"> <p>Total number of WPV events reported within the past calendar year</p> </div> </div>
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:




UHN Security QI Project: Workplace Violence Quality Indicators

Outcome Quality Indicators

**Please evaluate your overall level of satisfaction with the following outcome quality indicator's ability to evaluate WPV at UHN.**

17.

Outcome Quality Indicator	Percentage of Code Whites with a documented hot debrief within the past calendar year at UHN.
Background	Hot debrief are highlighted in the literature as best practices after code whites. UHN has highlighted the importance to measure hot debriefs post-incident within UHN.
Operationalize for UHN	$\frac{\text{Total number of Code Whites with a documented hot debriefs within the past calendar year}}{\text{Total number of Code Whites reported within the past calendar year}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:



UHN Security QI Project: Workplace Violence Quality Indicators

Outcome Quality Indicators

**Please evaluate your overall level of satisfaction with the following outcome quality indicator's ability to evaluate WPV at UHN.**

18.

Outcome Quality Indicator	Percentage of HCWS that required time off work following a WPV incident within the past calendar year at UHN.
Background	The vocational impacts from WPV are highlighted as an important metric to monitor for UHN. This indicator focuses on the percentage of staff requiring time off work due to WPV incidents.
Operationalize for UHN	$\frac{\text{Total number of WPV events where staff required time off work within the past calendar year}}{\text{Total number of WPV events reported within the past calendar year}}$
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction

Additional comments:



UHN Security QI Project: Workplace Violence Quality Indicators

Outcome Quality Indicators

**Please evaluate your overall level of satisfaction with the following outcome quality indicator's ability to evaluate WPV at UHN.**

19.

Structural Quality Indicator	<p><b>Median number of days taken off work (eg. Sick days, missed days) by a HCW following a WPV incident within the past calendar year at UHN.</b></p>
Background	The vocational impacts from WPV are highlighted as an important metric to monitor for UHN. This indicator focuses on median time off work due to WPV incident.
Operationalize for UHN	Median number of HCW days off work due to a WPV incident for the past calendar year.
Data Source	

Strongly disagree      Disagree      Neutral      Agree      Strongly agree

Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Additional comments:



## UHN Security QI Project: Workplace Violence Quality Indicators

### UHN WPV Pulse Survey

**A number of highly rated quality indicators from the first round of surveys were left out of the second round due to issues in operationalizing the quality indicator. However, due to the high rankings and feedback we received on these quality indicators, we are proposing an annual pulse survey to be completed by UHN HCWs. Please see below for topics to be investigated in this survey.**

- Verbal harassment and threats faced by HCW
- Incidents of harm towards HCWs involving bodily fluids
- HCWs experiencing psychological trauma following WPV incident
- HCWs offered support by UHN following WPV incident
- HCWs that evaluated the WPV incident they were involved in as preventable
- HCWs satisfaction with team response time to Code Whites
- HCWs feelings of well being and safety
- HCWs perception of organizational support

20. Are there any additional topics that you would like to have included in this survey?



## UHN Security QI Project: Workplace Violence Quality Indicators

### Quality Indicators

**Please provide feedback and suggestions on quality indicators that you believe should be implemented at UHN for the evaluation and reporting of workplace violence based on your expertise.**

21. Which additional quality indicators should be included?

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

We thank you for participating in the second round of the Delphi process. We will contact you regarding the results of this survey in due course.