

Making the

ROUNDS

EXCEPTIONAL CARE. EVERY PATIENT. EVERY TIME.

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From the Desk of Kathleen Kinslow, CRNA, EdD, MBA, President & Chief Executive Officer (CEO)

Dear Team,

Since June is National Workplace Safety Month, I want to discuss an important topic: workplace violence. Unfortunately, healthcare is the leading industry for workplace violence, according to the Department of Labor.

This startling statistic makes it critical that we address this issue. Too many healthcare workers have experienced a situation in which their safety was in danger by an angry, emotional, or out-of-control patient or guest. Given this element of risk that goes along with working in healthcare, the more information we can offer to help identify and diffuse potential danger, the better it is for us and our patients.

Workplace Safety Committee

Last year, the Workplace Safety Committee (WSC) was established at Aria Health, which included a multi-disciplinary membership. This committee is supported by administrative leadership and senior clinical staff from various departments.

Their mission has been to implement a program to prevent workplace violence and improve overall safety within our organization. They meet on a monthly basis to discuss different ways we can make a difference for our employees and visitors to our campuses.

The WSC has accomplished a lot in a short amount of time. They have implemented measures such as a new product for safer patient restraints, coordination of the Handle with Care® program, and intense review of events that occur at Aria. In addition, the group has opened communication lines, making sure recommendations and safety concerns raised by staff members during any organizational training sessions/events are brought to the committee.

Handle With Care®

The de-escalation training on this workplace safety initiative is provided through the Handle With Care® program.

Introduced by Darryl Beard, Senior Director of Safety & Security and Michelle Conley, Chief Nursing Officer, the program provides de-escalation techniques for staff in all departments, recognizing that workplace violence can affect

anyone in the hospital. Handle With Care® has broken down departmental silos, fostered more open communication, and developed a more team-oriented approach to teaching workplace safety among different areas.

To date, the Handle With Care® team has held training programs for more than 400 staff members in all campuses. These instructors, representing different areas (patient safety associates, bedside nurses, nurse educators, and security), have been instrumental in the success of this program.

Since the inception of Handle with Care®, we have seen a significant reduction in total injuries and violent incidents. There has been an overall focus on workplace safety by all staff, but undoubtedly the efforts of WSC and Handle With Care® teams – along with the Workers' Compensation, Environment of Care Committee, Patient Safety Committee, and Patient Falls Committee – are key to this success. Still, Aria has a zero tolerance policy toward workplace violence, which means there's more to do. If you would like to contribute to the efforts of the WSC or are interested in becoming a Handle with Care® trainer, please contact your manager who will direct you accordingly.

Thank You To Both Teams

Please join me in thanking the employees who make up the WSC and Handle With Care® teams for their outstanding achievements and continued efforts in making Aria Health a safer place to work.

Workplace Safety Committee: Darryl Beard, Michelle Conley, Bea Leyden, Diane Yapple, Jill Ziegler, Karen Sobczak, Marie Bispels, Kristopher Lehmann, Michael Petrone, Tricia Nichols, Robert Narducci, and Rudolph Gable.

Handle With Care: Jill Ziegler, Diane Yapple, Rudy Gable, Kristin Coyle, Kristopher Lehman, Colleen Schrack, Marty Lynch, Bonnie Roberts, Bryan Elwell, and Robert Narducci.