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| <p>Team Name: Critical Care and Medicine Team</p> <p>Team Lead: Director – Acute Community Hospitals</p> <p>Approved by: Regional Lead – Acute Care &amp; Chief Nursing Officer</p> | <p>Reference Number: CLI.4510.PL.004</p> <p>Program Area: Across Hospital Units</p> <p>Policy Section: General</p> |
| <p>Issue Date: December 11, 2017</p> <p>Review Date:</p> <p>Revision Date: June 21, 2023</p>  | <p>Subject: Violence Prevention Program in Acute Care</p>  |

*Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.*

**POLICY SUBJECT:**

Violence Prevention Program in Acute Care

**PURPOSE:**

As part of the violence prevention program (VPP) province-wide initiative and congruent with Southern Health-Santé Sud’s Violence Prevention Program for Health Care Workers (ORG.1513.PL.001), this policy provides a standardized approach to screening patients at risk for violence or aggressive behavior in all acute care sites in Southern Health-Santé Sud.

**BOARD POLICY REFERENCE:**

- Executive Limitation (EL-01): Global Executive Restraint & Risk Management
- Executive Limitation (EL-02): Treatment of Clients
- Executive Limitation (EL-03): Treatment of Staff

**POLICY:**

All patients 6 years of age or older within acute care are screened for risk of violence or aggression at first point of contact and reassessed throughout their hospital stay as outlined within this document.

**DEFINITIONS:**

**Use Caution and Respect Everyday (CARE) Alert:** based on VPP screening, alerts entered by clinicians to communicate risk for violence or aggression by patients.

**Designated Staff:** all staff at the first point of contact, including clinical and non-clinical staff.

**Episode of Care:** all services provided to a patient in relation to the same health issue. This includes care provided over a period of time within the same department (e.g. patients accessing CancerCare Program, Dialysis, and/or Ambulatory Care).

**First Point of Contact:** the initial interaction between a designated staff and a patient seeking health care services.

**Violence:** any act that results in injury or threat of injury, real or perceived by an individual, including but not limited to:

- Acts of aggression (whether intentional or not).
- Verbal or written threats.
- Vandalism of personal property.

### **IMPORTANT POINTS TO CONSIDER:**

VPP screening in acute care involves three (3) steps:

1. Screen;
2. Alert and communicate; and
3. Risk management and care planning.

First points of contact in Southern Health-Santé Sud acute care sites are: emergency departments (EDs), patient registration areas, direct admissions to inpatient units, same-day surgery (SDS), ambulatory care, CancerCare Programs, and Dialysis.

Health Information Services (HIS) registration clerks are non-clinical staff who are most frequently the first point of contact with patients seeking health care services. First point of contact clinical staff include nursing and all other health care providers who interact with patients (e.g. Social Worker, Respiratory Therapist, etc.).

### **PROCEDURE:**

In promoting a Culture of Respect and Personal Safety,

- The Violence Prevention Program in Acute Care: Screening for Violence or Aggression Algorithm (CLI.4510.PL.004.SD.01) is readily available to staff at Registration and on each unit.
- The *Respect and Personal Safety* poster from the Province of Manitoba is posted in all entrances and on each unit for patients/family/visitors.

#### 1) Initial Screening:

- Screen each patient 6 years of age or older including patients who are transferred from an external site or program (e.g. Another healthcare facility, Personal Care Home, CancerCare, Dialysis, etc.) for potential or actual violence or aggression at the first point of contact using the pre-printed Screening and Alert for Violence and Aggression: Acute Care (CLI.4510.PL.004.FORM.01) as per the Violence Prevention Program in Acute Care: Screening for Violence or Aggression Algorithm (CLI.4510.PL.004.SD.01).  
For EDIS sites, preprinted copies of the Screening and Alert for Violence and Aggression: Acute Care (CLI.4510.PL.004.FORM.01) form are available as part of “Downtime Procedures”.
- Complete section #1 in the Screening and Alert for Violence or Aggression: Acute Care.

#### **Emergency Department**

- Non-clinical staff performing the initial screening complete section #1A or report an identified risk to clinical staff. Append the Screening and Alert for Violence and Aggression: Acute Care (CLI.4510.PL.004.FORM.01) to the registration form.
- Clinical staff performing the initial screening complete section #1A, #1B, and #1C as part of the Triage process.
- For EDIS sites, complete the screening tool within the triage document in the electronic patient record (EPR). A positive screening in the triage document automatically activates and populates the VPP alert on the EDIS display board, the clinical circumstance sheet, the nursing assessment, the prescriber assessment areas and the discharge summary.

### **Ambulatory Care, Dialysis, Cancer Care**

- Complete initial screening at the onset of the episode of care.
- Repeated screening is not required unless there are behavioural changes.

### **Direct Inpatient Admission**

- Non-clinical staff performing the initial screening complete section #1A or report an identified risk to clinical staff.
- Clinical staff performing the initial screening complete section #1A, #1B, and #1C.

## 2) **Care Planning**

- If patient is assessed and is not a risk for violent or aggressive behavior, select “No Risk: Alert Not Required”. No further documentation or action is required.
- If patient is assessed as a potential risk for violent or aggressive behavior:
  - Activate the VPP alert.
  - Apply VPP Use Care alert symbol and Violence Prevention Program Use CARE Environment Alert – Acute Care signage as follows:

### **Emergency Department:**

- Place Use CARE alert symbol (ORG.1513.SG.001.SD.04) on:
  - Registration form,
  - Triage and Emergency Department Record (CLI.5110.PL.005.FORM.01),
  - Outside of treatment room - Violence Prevention Program Use Care Environmental Alert  
– Acute Care (CLI.4510.PL.004.SD.03)
  - For EDIS sites: Use CARE Environment Alert on ED status board.

Note: The Use CARE alerts automatically populate identified documents and the ED board

### **Ambulatory Care, Dialysis, Cancer Care, Same Day Surgery:**

- Place Use CARE alert symbol (ORG.1513.SG.001.SD.04) on:
  - Registration form,
  - Cover of the Patient health record

Note: Communicate verbally the alert to other members of the team who may not access the health record.

### **Inpatient Care Units:**

- Place Use CARE alert symbol (ORG.1513.SG.001.SD.04) on:
  - Patient Kardex,
  - Cover of the Patient chart binder,
  - Patient’s Communication Whiteboards
  - Outside of patient’s room - Violence Prevention Program Use Care Environmental Alert – Acute Care (CLI.4510.PL.004.SD.03)
- Develop an individualized care plan using the Violence Prevention Program Care Plan Guide: Acute Care (CLI.4510.PL.004.FORM.02).
- Ensure safety by following the established individualized care plan.

## 3) **Patient/Family Communication**

- At the discretion of the healthcare team, inform patient and/or family/visitors of the Use CARE Alert.
- If appropriate, provide patient and/or significant other with the document titled Violence, Aggression and Responsive Behaviour – Information for Patients and Families (Bilingual) (ORG.1513.SG.001.SD.02).

#### 4) Incidents of Violence or Aggression

- Document incident of Violence or Aggression in the patient record;
- Complete Safety Event Report (ORG.1810.PL.001.FORM.01);
- Complete Reassessment using the Screening and Alert for Violence and Aggression: Acute Care;
- Review and update Violence Prevention Program Care Plan Guide: Acute Care (CLI.4510.PL.004.FORM.02); and
- Take 5 (CLI.4110.SG.009) with staff as required.

#### 5) Reassessment

- Complete the VPP rescreening and update the Violence Prevention Program Care Plan Guide: Acute Care (CLI.4510.PL.004.FORM.02) during a patient's hospital stay when:
  - A violent or aggressive behaviour occurs;
  - Behavioural indicators on the initial screening tool are now present;
  - A change in medical or other status/circumstance indicates potential or actual violence may occur; and
  - Relevant new information becomes known.
- For patients identified as VPP positive during their hospital stay:
  - Reassess within 48 hours of VPP alert activation given that patient may have responded to treatment and no longer poses a risk for violence or aggression.
  - Reassess prior to discharge from the emergency department or inpatient unit.
  - If the rescreening is:
    - positive: continue with the steps identified above
    - negative: consider deactivation (see section 8 Use Care Alert Deactivation).

#### 6) Patient Transfer

- For patient transfer within a site:
  - Provide a copy of Screening and Alert for Violence and Aggression: Acute Care (CLI.4510.PL.004.FORM.01) or printed assessment in EDIS EPR.
  - Place VPP Use CARE alert symbol on:
    - Information Transfer Acute Care Audit for Handover of Care (CLI.4510.PL.005.FORM.02)
  - Communicate Use CARE alert and safety plan with handover of care.
- For patient transport or transfer to another site:
  - Provide copy of Screening and Alert for Violence and Aggression: Acute Care (CLI.4510.PL.004.FORM.01) or printed assessment in EDIS EPR.
  - Place VPP Use CARE alert symbol on:
    - Manitoba Information Transfer Referral Form (CLI.4110.PL.007.FORM.01).
  - Communicate Use CARE alert and safety plan with handovers of care.

#### 7) Patient Discharge from Emergency Department or Inpatient Unit

- For Patients identified as VPP Positive:
  - Reassess prior to discharge
  - Complete section #5 of the Screening and Alert for Violence and Aggression: Acute Care or

update status in EDIS EPR.

8) Use CARE Alert Deactivation

- Deactivate USE CARE VPP alert:
  - Once the re-screening is negative and at the discretion of the care team,
  - Once the potential or actual risk behavior(s) are reasonably mitigated or eliminated.
- Documentation:
  - Complete section #4 in Screening Tool and Alert for Violence and Aggression: Acute Care or in EDIS EPR.
  - Remove all alert symbols or signage from the patient's chart/environment OR in EDIS.

**Education:**

Staff complete the Violence Prevention Program training upon hire and every 3 years thereafter. Modules include Southern Health-Santé Sud specific processes and forms.

**Quality Improvement:**

Annually complete the Violence Prevention Program in Acute Care Audit (CLI.4510.PL.004.FORM.03):

- Emergency Departments:
  - Conduct the audit on all patients (maximum 10) in the department at a specific point in time.
- All other units:
  - Regional Centre: a minimum of 10 patients per unit.
  - Acute Community sits: a minimum of 5 patients per unit.

The local interdisciplinary team reviews audit results, identifies opportunities for improvement and develop an action plan. The results and the action plan are submitted to the respective program.

**SUPPORTING DOCUMENTS:**

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| <a href="#">CLI.4510.PL.004.FORM.01</a> | Screening and Alert for Violence or Aggression: Acute Care  |
| <a href="#">CLI.4510.PL.004.FORM.02</a> | Violence Prevention Program Care Plan Guide: Acute Care   |
| <a href="#">CLI.4510.PL.004.FORM.03</a> | Violence Prevention Program in Acute Care Audit   |
| <a href="#">CLI.4510.PL.004.SD.01</a>   | Violence Prevention Program in Acute Care: Screening for Violence or Aggression Algorithm         |
| <a href="#">CLI.4510.PL.004.SD.02</a>   | Violence Prevention Program Use CARE Environment Alert: Acute Care                                |
| <a href="#">CLI.4510.PL.004.SD.03</a>   | Violence Prevention Program Use CARE Environment Alert – Door Hanger - Acute Care                 |
| <a href="#">CLI.4110.PL.007.FORM.01</a> | Manitoba Information Transfer Referral Form   |
| <a href="#">CLI.5110.PL.005.FORM.01</a> | Triage and Emergency Department Record  |
| <a href="#">ORG.1513.SG.001.SD.02</a>   | Violence, Aggression and Responsive Behaviour – Information for Patients and Families (Bilingual) |
| <a href="#">ORG.1810.PL.001.FORM.01</a> | Safety Event Report   |
| <a href="#">CLI.4110.SG.009</a>         | Take 5  |
| <a href="#">ORG.1513.SG.001.SD.04</a>   | Violence Prevention Program Symbol Use Care Labels – Small (Avery 5167)                           |

**REFERENCES:**

Manitoba Health. (2013). Operational procedure: Violence prevention program for healthcare

workers in Manitoba. Winnipeg, MB  
Southern Health-Santé Sud. (2015). Violence Prevention Program for Health Care Workers  
([ORG.1513.PL.001](#)).  
Southern Health-Santé Sud. (2015). Violence Prevention – Patient Risk Screening and Alert  
System ([ORG.1513.PL.001.SD.01](#)).  
[Province of Manitoba. \*Respect and Personal Safety\*](#)