





QUICK MAP

Guide for Using the ENA Workplace Violence Toolkit

	Action
<input type="checkbox"/>	<p><i>Familiarize yourself with the issue.</i></p> <ul style="list-style-type: none"> Look through the information and resources presented in Step 1: Understanding the Issue.
<input type="checkbox"/>	<p><i>Get administrative support.</i></p> <ul style="list-style-type: none"> Talk to department supervisors and administrators to gain approval to begin to assemble a team that can address the issue in your own department. Get endorsement from administration for the use of resources to pursue this project.
<input type="checkbox"/>	<p><i>Select your team.</i></p> <ul style="list-style-type: none"> A strong core team leader and participants that can delegate and communicate will increase your effectiveness; representation from different shifts would also help.
<input type="checkbox"/>	<p><i>Schedule your first meeting to review the issue, discuss the toolkit and plan your assessment phase.</i></p>
<input type="checkbox"/>	<p><i>Schedule a period of time to perform the assessment part of your workplace violence prevention project.</i></p>
<input type="checkbox"/>	<p><i>Conduct your assessment.</i></p> <ul style="list-style-type: none"> Consider the Emergency Department Assessment and the Staff Assessment Survey, located in this toolkit, as your assessment tools; remember these tools are in modifiable format so if you want to use just some of the sections in these tools, you can cut and paste to meet your needs.
<input type="checkbox"/>	<p><i>Schedule a meeting to discuss results of your assessment and choose your priority outcomes (issues you want to fix first).</i></p> <ul style="list-style-type: none"> Focus on a select few so you can concentrate on making measurable progress; try to concentrate on issues that can be supported by your collected assessment data.
<input type="checkbox"/>	<p><i>Figure out the action items/tasks that would be required in your environment to fix the problem.</i></p> <ul style="list-style-type: none"> Use the Project Plans, OSHA references and team ideas to devise action items that would work in your situation; support your ideas with data whenever possible.

	Action
<input type="checkbox"/>	<p><i>Present your findings to those whose support you need to implement your action plan.</i></p> <ul style="list-style-type: none"> • If you need financial or human resources, this is the time to make your case!
<input type="checkbox"/>	<p><i>Keep the staff involved with brief updates of the team's activities during regular staff meetings.</i></p> <ul style="list-style-type: none"> • Make your committee report a part of every staff meeting.
<input type="checkbox"/>	<p><i>Delegate the action items to members of the team and set a time frame for completion of action items.</i></p> <ul style="list-style-type: none"> • Have each team member track their progress in completing their action items and bring updates to committee meetings.
<input type="checkbox"/>	<p><i>Document progress at predetermined intervals and whenever there is a significant event that impacts your project.</i></p> <ul style="list-style-type: none"> • Sometimes target dates for completion have to be adjusted, but that's OK; your target dates are a best guess. Make sure to be compliant with documentation intervals even if it is to document that no progress has been made and give reasons why. This is important in demonstrating an ongoing quality improvement effort.
<input type="checkbox"/>	<p><i>Re-evaluate your status using the same tools and metrics you used for your initial assessment.</i></p>
<input type="checkbox"/>	<p><i>Summarize your findings and adjust your project plan to continue targeting high impact problems affecting safety.</i></p> <ul style="list-style-type: none"> • Re-evaluation may uncover new issues or demonstrate that your action plan was effective; revisit your project plans and modify or create new plans based on your assessment of present status
<input type="checkbox"/>	<p><i>Communicate, communicate, communicate!</i></p> <ul style="list-style-type: none"> • Provide summaries of progress to all stakeholders, especially staff and administration, so you can continue to receive ongoing support for this project. Keep staff in the loop and engage them in the process whenever possible. Acknowledge successes to your hospital community. Engage with local law enforcement and get endorsement for your efforts. Communicating that your project has improved the safety in your emergency department will positively impact your hospital and may be the motivation for others to begin a safe workplace initiative.