

RECOMMENDATION #14

PATIENT, FAMILY AND STAFF INPUT INTO TRIGGERS, BEHAVIOURS AND INTERVENTIONS

OBJECTIVES

- Develop a standard provincial form/process to engage a patient or family/caregiver in the development of a patient's care plan that includes safety for workers (e.g. music, quiet room etc.).
- The form/process will record input from the patient or family/caregiver identifying behaviours and triggers which will prevent workplace violence- at admission, during, or as a result of care plan changes, after a code white, and following an incident (to prevent future incidents) to understand patient behaviours, triggers and prevention strategies that can prevent workplace violence and protect anyone at risk including patients and staff.

DESCRIPTION

Currently, there is no provincial form, or documented process that records patient or family/caregiver input during the triage assessment process or following a code white or violent incident, about behaviours, triggers and prevention interventions that staff should be aware of that can be applied to reduce/eliminate triggering the patient and protect staff and patient.

The *Occupational Health and Safety Act (OHSA)* requires the employer to provide enough information about a person with a history of violent behaviour to all workers at risk; however, there is no consistent provincial process in place.

RECOMMENDED IMPLEMENTATION

MEDIUM TERM

1. Public Services Health & Safety Association should work with the Ministry of Health and Long-Term Care (MOHLTC) to develop a standard process/form and disseminate to hospitals.
2. The MOHLTC and Ministry of Labour should strongly encourage use of the process/form.