A Quality Improvement Project: Strategies to Reduce Violence in an Inpatient Mental Health Setting

Calperna C Lucas, RN, BSN, DNP-FNP Student

Abstract

**Background:** Mental health staff are at increased risk for violence from their patients. Telecare North Sound facility is a 16-bed evaluation and treatment facility that has seen an increase in violence against staff in the last five months. The aim of this quality improvement project was to decrease violent incidents against staff, to improve safety for staff and increase morale.

**Available Knowledge:** Healthcare workers exposed to workplace violence endure harmful effects, which can contribute to low morale, decreased staffing and ultimately harming quality of care.

**Methods:** The change model Awareness, Desire, Knowledge, Ability, Reinforcement (ADKAR) and The Collaborative for Academic, Social, and Emotional Learning (CASEL) framework guided the project.

**Intervention:** After completing a SCOT analysis, reviewing staff training programs, and consulting the literature, a workplace violence reduction team was created, and staff training with a focus on de-escalation and emotional competencies were implemented. Additionally, daily huddles were started, for staff to meet and discuss any identified risks.

**Results:** Violent incidents have decreased; staff reported increased confidence in ability to manage an aggressive patient.

**Conclusions:** An increase in staff awareness of patient’s risk for violence, combined with staff training and increased communication have improved staff satisfaction.