

# Workplace Violence Program

*St. Luke's Health System*

Presented to: The Joint Commission Advisory Forum  
March 31, 2022

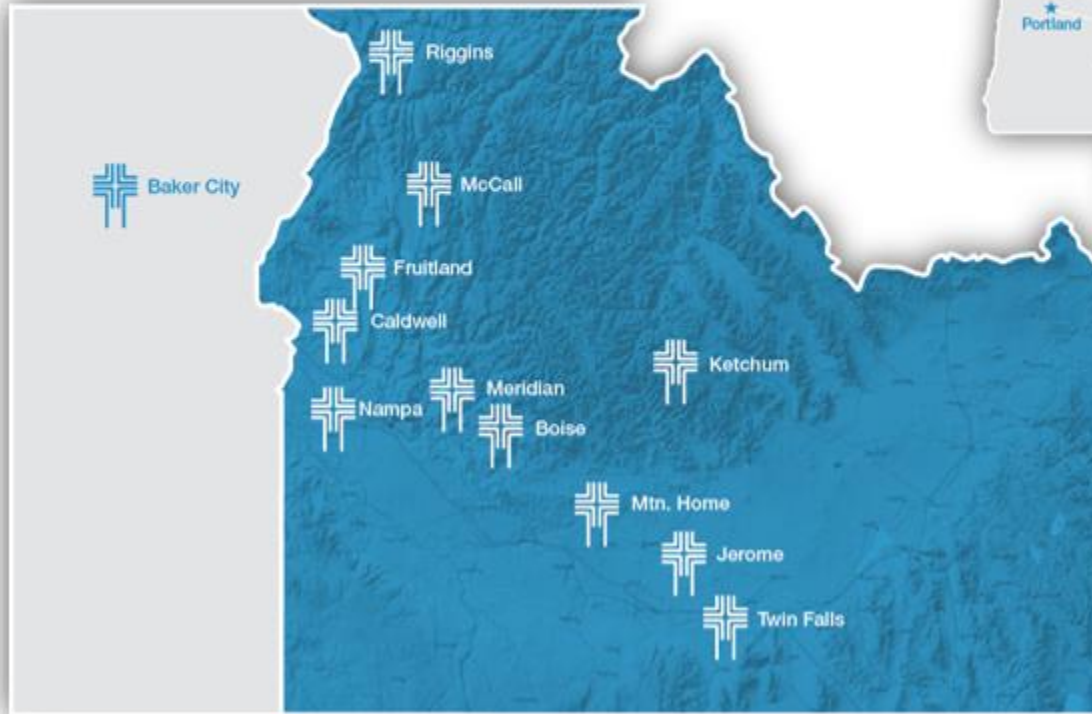


# Introductions



# St. Luke's Health System

## Overview



### About Us:

- Four acute care hospitals
- Four critical access hospitals
- St. Luke's Children's Hospital
- Five Regional Cancer Centers
- St. Luke's Rehabilitation Hospital, Skilled Rehabilitation Unit
- One Long Term Care Facility
- St. Luke's Homecare and Hospice
- St. Luke's Health Partners network
- 311 Ambulatory Clinics

### FY2021 SLHS Statistics:

- 1064 licensed beds
- 52,525 inpatient admissions, 207,715 patient days
- 1,400+ employed and independent providers
- Idaho's largest employer with 15,800+ employees\*
- More than 2.8 million clinic and outpatient hospitals visits

\*includes employed providers



# Worksite Analysis

- Proactive approach to risk
- Annual HVA
- Mitigation strategies
- Use of data to drive decisions/identify risks and enhance resources/tools


The screenshot displays the 'Emergency Management' web application. The top navigation bar includes links for 'Source', 'Shaping Our System', 'Serving Our Patients', 'My Life, My Career', 'Shared Services', 'Facility Guides', and 'Directory'. Below this, the 'Emergency Management' section has sub-links for 'Home', 'Emergency Response Plans', and 'Emergency Coordinator Program'. The main content area is titled 'Emergency Operations Plans & Hazard Vulnerability Assessments'. It features a section 'Open Emergency Operation Plans from C360' with a grid of location-based plans: Boise, Elks Rehab, Elmore, Elmore Long Term Care, Home Health and Hospice, Jerome, Magic Valley, McCall, Meridian, Nampa, and Wood River. To the right, 'Site Content Editors' lists Susan Bass and Mazelle Moore, both as 'Emergency Management Spec'. Below this, 'Annual Hazard Vulnerability Assessments' shows four thumbnail images of assessment reports for Boise, Rehab, Wood River, and McCall.


## Code Gray

### Combative / Aggressive Person

Code Gray is the most common code called in the St. Luke's System. Security Officers and K-9 units are trained in de-escalation techniques. The Code Gray Plan outlines the protective measures in place to provide assistance to staff in dealing with a combative, aggressive or disruptive patient, visitor or staff.

### Access Code Gray Plan EM007 SLHS

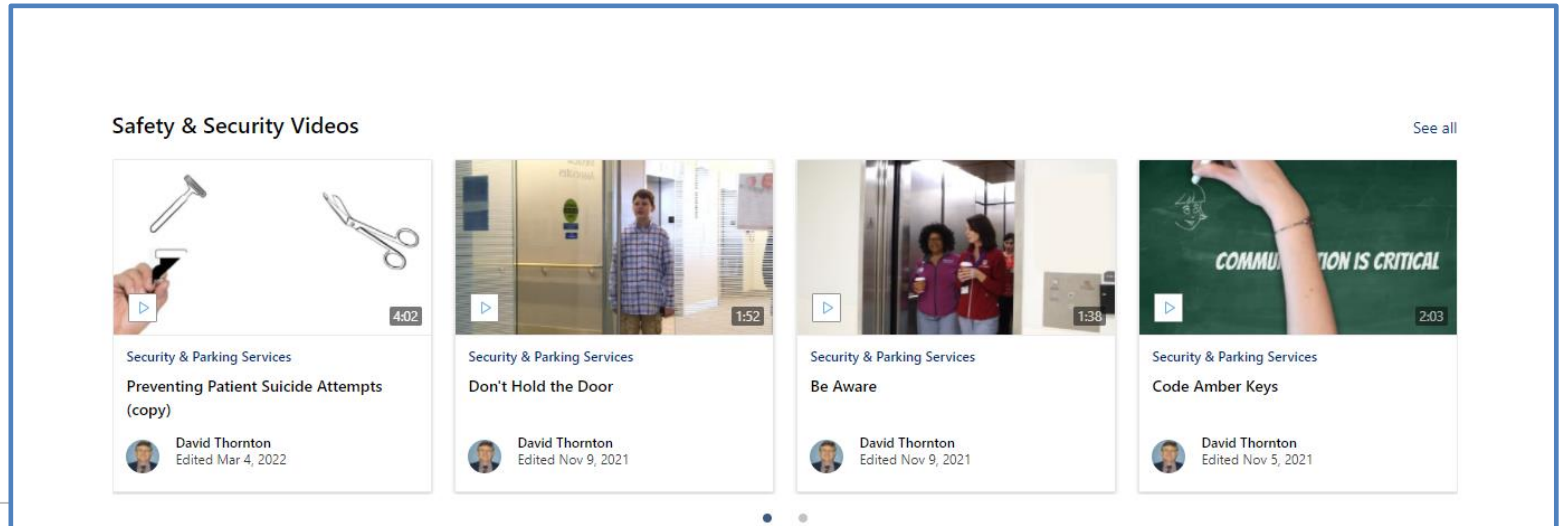
 Launch Policy and Appendices in C360

 Code Gray Incident Review Debrief Form



# Perspective

- ✓ *Law Enforcement perspective as SME guiding system program*
  - Deference to expertise (high reliability)
- ✓ *Building relationships with local law enforcement & community*
- ✓ *Succinct and accessible resources*





# Threat Assessment Team & Hotline

## Multidisciplinary team

- Providers, staff, former law enforcement, legal

## Proactive approach to non-standard forms of WPV

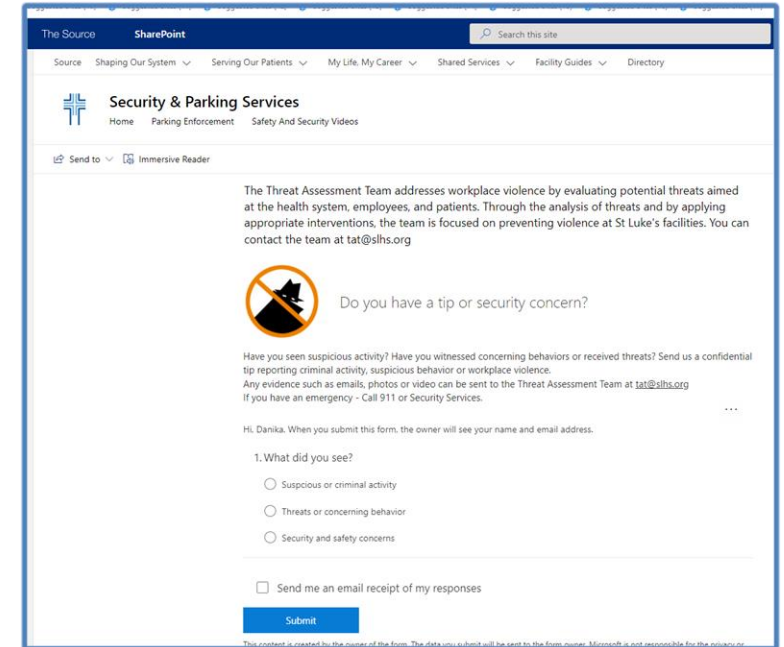
- Creative solutions to complex issues

## Investigate every threat made against the staff, providers and organization

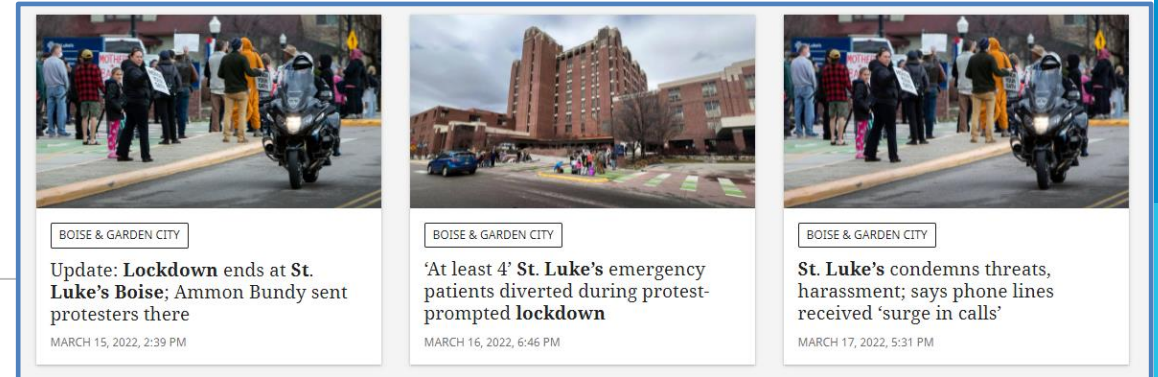
- Employees experiencing domestic violence, restraining orders, stalking
- Insider threat, terminations, anonymous reporting
- Collaborate with local, state, federal law enforcement
- Monitor hate groups, community threats (protests, graffiti)
- Best practices within the field (ATAP)

## Provide specific education to vulnerable staff

- Assist victims/targets with mitigation strategies at work and home (families)



## St. Luke's Intranet

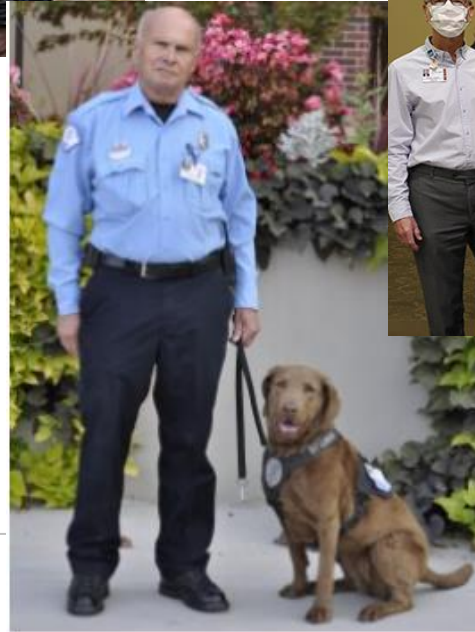


## Managing Active Threats



# St. Luke's Security Dog Team

- Security dogs are trained to assist with de-escalation, detect common bomb making materials, and firearm ammunition
- The dogs are on routine patrol with the security officer
- Our dogs have a calming effect with staff and patients and seem to develop the ability to recognize patients that need their attention
- Our dogs do not bite
- Program supported by St. Luke's Staff



# Discussion and Questions

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Connect with St. Luke's:

