## Appendix A: SHARP Staff Assault Study (OSHA, 1998)

The following items serve merely as an example of what might be used or modified by employers in

these industries to help prevent workplace violence.		
ID Nun	nber	
would I use the	rities per of factors maybe important in preventing assaults, or reducing the impact of assaults. We like to know your views on what the most important factors are. For these questions, please of following definition of assault: "Physical contact that results in injury." (Injury may be major or e.g., mild soreness, scratches, or bruises would be included.)	
1.	What do you think is the most important factor contributing to assaults on staff at Eastern and Western State Hospitals?	
2.	A number of factors have been suggested as possibly important in determining whether assaults occur, or the impact of assaults. Please indicate which factors you think are most important. Please indicate only your top five priorities. In other words, many of the following areas maybe important, but we are interested in which are most important. Please place a "1" next to the issue that you think is the top priority, and a "2" next to the issue that you think is the next highest priority, and so forth. If you have no opinion or don't know, please check "Don't know."	
	a. Staff training in self-defense/restraint procedures	
	b. Staff clinical and interpersonal skills	
	c. Staff fitness	
	d. An effective security alarm system	
	e. Adequate numbers of personnel	
	f. Hospital practices (e.g., handling patients' money)	
	g. Physical environment (e.g., noise)	
	h. Identifying patients with a history of assaults	
	i. Identifying patients with potentially assaultive (e.g., agitated) behavior	
	j. Transfer of information at shift change about potentially assaultive patients	
	k. Procedures for transporting patients	
	I. Procedures for reporting assaults to administrators	
	m. Procedures for evaluating staff who have been involved in assaults	

	n. Procedures for reporting assaults to police
	o. Legal penalties for competent assaultive patients
	p. Structured psychological support for assaulted staff
	q. Timeliness of L&I processing of Worker's Compensation claims
	r. Fairness of L&I processing of Worker's Compensation claims
	s. Timeliness of DSHS processing of Assault Pay claims
	t. Fairness of DSHS processing of Assault Pay claims
	u. Other
	v. Don't know
3.	In which of the following areas do you think it is most important to make improvements at your hospital? Again, please indicate your top five priorities by placing a "1" next to the area you think is most important, a "2" next to the area you think is next most important, and so forth. If you have no opinion or don't know, please check "Don't know."
	a. Staff training in self-defense/restraint procedures
	b. Staff clinical and interpersonal skills
	c. Staff fitness
	d. An effective security alarm system
	e. Adequate numbers of personnel
	f. Hospital practices (e.g., handling patients' money)
	g. Physical environment (e.g., noise)
	h. Identifying patients with a history of assaultive behavior
	i. Identifying patients with potentially assaultive (e.g., agitated) behavior
	j. Transfer of information at shift change about potentially assaultive patients
	k. Procedures for transporting patients
	I. Procedures for reporting assaults to administrators
	m. Procedures for evaluating staff who have been involved in assaults
	n. Procedures for reporting assaults to police
	o. Legal penalties for competent assaultive patients
	p. Structured psychological support for assaulted staff

	q. Timeliness of L&I proces	sing of Worker's Co	empensation c	laims	
	r. Fairness of L&I processin	g of Worker's Com	pensation clai	ms	
	s. Timeliness of DSHS prod	essing of Assault P	ay claims		
	t. Fairness of DSHS proces	sing of Assault Pay	claims		
	u. Other				
	v. Don't know				
4.	Comments:				
	II. Training				
5.	Please indicate below which of the employment at Eastern/Western. indicate (on the scale of 1 -5) how	Also, for each type	of training yo		
a. Init	tial Training/Orientation	received	not at all helpful 1 2	very helpful	don't know
» Inte	erpersonal communication	□ <sub>Yes</sub> □ <sub>No</sub>		3 4 5	
» Ass	sessing potential assaultiveness	Yes			
» Ver	bal de-escalation	Yes No			
» Sel	f-defense	Yes No			
» Cor	ntainment/restraint procedures	Yes No			
b. Fo	rmal Training Updates	received	not at all helpful 1 2	very helpful 3 4 5	don't know
» Inte	erpersonal communication	Yes No		3 4 5	
» Ass	sessing potential assaultiveness	Yes			
» Ver	bal de-escalation	Yes			
» Sel	f-defense	Yes			
» Cor	ntainment/restraint procedures	Yes No			

c. Info	ormal (on-the-job) training	received	not at all helpful 1 2 3	very don't helpful know 4 5
» Inte	erpersonal communication	☐ Yes ☐ No		
» Ass	sessing potential assaultiveness	Yes		
» Ver	bal de-escalation	Yes		
» Self	f-defense	Yes		
» Cor	ntainment/restraint procedures	Yes		
6.	When was your most recent form		anagement of as	ssaultive patients?
	Please list month and year:			
7.	Comments:			
	III. Staffing			
8.	Please indicate how important you following areas:	ou think it is to make	e improvements	at your hospital in the
			not at all mportant 1 2 3	very important 4 5
a. Adeq ₋PNs)	quate numbers of licensed nursing	personnel (RNs &		
	quate numbers of mental health te	chnicians (MHTs &		
	uate numbers of physicians			
d. Adeq	quate numbers of staff for afternoo	n & night shifts		
9.	Comments:			

## IV. Alarm Security Systems

10.	calling for help in the event of an assault? I maybe very important. Please indicate the to the feature that you think is most important.	nt features of a security alarm system used for n other words, many of the features listed below five most important features by placing a" 1" nex ant, and a "2" next to the feature that you think is o opinion or don't know, check "Don't know."
	a. Convenient to carry with you	f. In a room accessible only to staff (e.g., nursing station)
	b. Works both indoors and outdoors	g. Identifies your location
	c. Easy to activate	h. Brings immediate response
	d. Sounds audible alarm	i. Operates reliably
	e. Don't know	j. Other
11.	Comments:	
	V. Health and Safety Committee	
12.	Do you know what role the joint labor-mana your hospital, in general?	agement Health and Safety Committee plays at
	Yes No No	
13.	Do you know what role the joint labor-mana your hospital, specifically with regard to sta	agement Health and Safety Committee plays at ff assaults?
	Yes No No	
14.	Do you know the name of at least one labo Committee?	r representative on the Health and Safety
	Yes No No	

15.	Comments:	
	VI. Hospital Practices	
16.	disagreements of the type that may lead to a practices by placing a "1" next to the practic	ces are most likely to contribute to staff/patient assaults? Please indicate the five most important e that you think is most likely to contribute to think is next most likely to contribute to assaults, seck "Don't know."
Practice	es for handling:	
a.	Patients' money	j. Medication
b.	Patients' sexual behavior	k. Programming (activities scheduled)
c.	Visits with clinical staff	I. Scheduling activities (e.g., flexibility)
d.	Seclusion and restraint	m. Transfers between wards
e.	Visits from outside hospital	n. Dates of discharge
f.	Patients' daytime access to own bedrooms	o. Access to outdoors/exercise
g.	Smoking	p. Providing information about rules
h.	Privacy	q. Diagnostic interviews
i.	Don't know	r. Other
17	. Comments:	

## VII. Physical Environment

18	contribute to assaults? Please indicate to the aspect of the environment that you	aspects of the physical environment are most likely to the five most important aspects by placing a "1" next ou think is most likely to contribute to assaults, and a most likely to contribute to assaults, etc. If you have know."
b	a. Noise levels b. Temperature levels c. Food d. Lighting Don't know	e. Overcrowding f. Cleanliness g. Privacy h. Other
19	9. Comments:	
	VIII. Dangerous Situations	
20	D. Please indicate whether any of the follo	owing situations have happened to you.
Has	y employee on ward s this ever happened? es it happen frequently?	Yes No No
Has	within hearing of other employees s this ever happened? es it happen frequently?	Yes No No
Has	within sight of other employees sthis ever happened? es it happen frequently?	Yes No No
2	1. Comments:	

## IX. Job Satisfaction

	22. All in all, how satisfied are you with your job?
	Not at all satisfied
	Not too satisfied
Г	Somewhat satisfied
	Very satisfied
	•
	23. How strongly would you recommend your job to someone else?
	Not at all strongly
	Not too strongly
Г	Somewhat strongly
	Very strongly
	<ul><li>24. If you were looking for a job now, how likely is it that you would decide to take this job again?</li><li>Not at all likely</li><li>Not too likely</li></ul>
	Somewhat likely
Г	Very likely
	25. To what extent is your supervisor willing to listen to your work-related problems?
	Not at all willing
	Not too willing
	Somewhat willing
	Very willing
Hov	not at all not too somewhat very satisfied satisfied satisfied satisfied  1 2 3 4
26.	The way supervisors treat workers?

27. The way work policies are put into practice?				
28. The competence of your supervisors?				
29. The praise you get for doing a good job?				
30. How satisfied are you that you can turn to fellow workers for help when something is troubling you?				
31. How satisfied are you with the way your fellow workers respond to your emotions, such as anger, sorrow or laughter?				
32. How satisfied are you that your fellow workers accept and support your new ideas or thoughts?				
Never Seldom Often Always				
34. How often are you mentally exha	austed aft	er work?		
Never Seldom Often Always				
35. Overall, how would you rate you	ır health a	t the prese	ent time?	
Fair				

	Good
	Very Good
_	Excellent
	36. How would you rate your health compared to other persons your age?
	Poor
	Fair
	Good
	Very Good
	Excellent
<b>X</b> . <i>i</i>	Assault Experiences
	37. Patients may be aggressive toward staff in a number of ways, some more serious than others. We are interested in how many times you personally have experienced each of the following forms of aggression by patients at your hospital. Please indicate the number of times you have experienced each form of aggression, within the last year or ever. Please use the following rating scale:
	O = never 1 = once 2=2-5 times 3 = more than five times
	Within the past 12 months:
	a. threat of assault but no physical contact
	b. physical contact but no physical injury
	c. mild soreness/surface abrasion/scratches/small bruises
	d. major soreness/cuts/large bruises
	e. severe laceration/fracture/head injury
	f. loss of limb/permanent physical disability
	During your employment at this hospital:
	a. threat of assault but no physical contact
	b. physical contact but no physical injury
	c. mild soreness/surface abrasion/scratches/small bruises
	d. major soreness/cuts/large bruises
	e. severe laceration/fracture/head injury

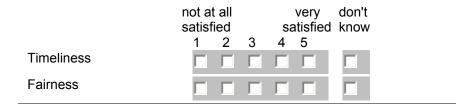
	f. loss of limb/permanent physical disability
	have been assaulted, please answer the following questions. (If you have been sed more than once, please consider the most recent assault.)
a.	When did the assault occur? (Please provide the approximate date)
b.	What happened? Please describe the assault briefly (who assaulted you, what triggered the assault, what they did, whether they used a weapon, what happened after the assault.)
C.	What could have prevented the assault or reduced your injuries?
d.	Did you call for help in some way? Please describe. Did help arrive quickly?
e.	Were you able to apply the training you had received? Please describe. If not, why not?
f.	Please indicate whether you did each of the following:
	dent on daily ward report?  report the incident, why not?

g.	As you may know, Industrial Insurance (Workers' Compensation) claims are handled
•	by the Dept. of Labor & Industries, and Assault Pay claims are handled by the Dept.
	of Social & Health Services. Please indicate what your experiences were regarding
	this assault

1	Did vou	annly for	\/\/orkers'	Compensation	henefite	from 1 & 17
		abbiv ioi	VVOINCIS	CONTIDCHSGUON		HOIH LOH

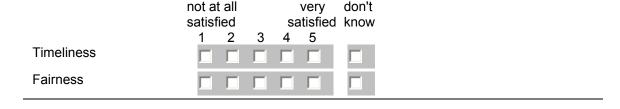
Yes	_	No	_

2. If yes, how satisfied were you with the service you received from L&I regarding your claim?



3. Did you apply for Assault Pay from DSHS?

4. If yes, how satisfied were you with the service you received from DSHS regarding your claim?



h. Comments:

	XI. Respondent Information
39.	What is your job classification?
40.	In which area do you work?
Adı	ult psychiatric (APU)
Leg	gal offenders (LOU)
42.	How long have you worked at Eastern/Western? years months  XII. Comments  Are there other issues that you think are important? If so, please describe (feel free to use the back of this sheet as well.)

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