Abstract

Violence towards healthcare providers, specifically in the Emergency Room (ER), is a growing concern that leads to physical and mental injury, decreased morale, staff turnover, and costly bills to the organization. Implementation of a violence screening tool is a quality improvement project aimed at reducing the number of verbal/physical abuse events in the ER. The DNP student designed and implemented an intervention that was built into the electronic medical record (EMR) EPIC with the assistance of Information Technology (IT) staff, various ER managers throughout the hospital organization, the DNP project mentor, and ER staff at a small Community Hospital in Northwest Ohio. The efficacy of the violence screening tool was measured through a Likert scaled named the Safety Screening Questionnaire, which asked the ER staff at the small Community Hospital in Northwest Ohio six questions specifically aimed at evaluating the perception of safety in the department before and after the tools were implemented. All the questions asked in the Safety Screening Tool were indicated as a way to screen the ER staff's perception on safety in the department relating to violence against staff. However, the specific question that was used to determine if the violence screening tool was successful was the last question: I feel that I can quickly use the electronic medical record EPIC to identify a potential for violence on any given patient, whether they are my patient or not. With the violence screening tool in place, there was an increase in staff (13.89% to 82.60%) who felt they could quickly identify a potential for violence on any given patient. The next step for research on this tool would be to study the number of violent events documented before and after the tool was implemented.