# Workplace Safety in the Psychiatry Department

#### The Problem

Safety and the perception of safety are essential to the provision of effective psychiatric services; we need staff input to know what their experience is in the workplace.

### Aim/Goal

- > Establish a convenient system for annually surveying staff;
- Conduct a survey to identify areas of strength and opportunities for improvement;
- Create a transparent system for engaging staff, sharing results, and soliciting feedback; and
- Develop action steps to address opportunities for improvement.

#### The Team

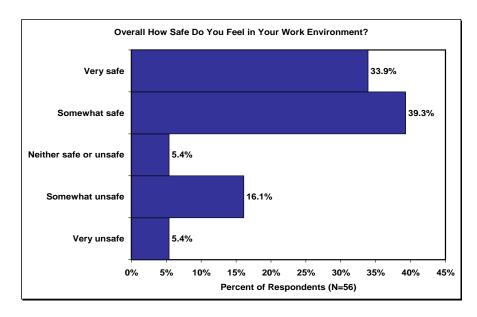
- Rohn Friedman, Vice Chair, Psychiatry
- Stephenie Loux, QI Data Analyst, Psychiatry
- Greg Ludlow, Quality Specialist, Psychiatry
- Amanda Tjonahen, Nurse Educator, Inpatient Psychiatry

#### The Interventions

- Review previous survey questions and update survey
- Administer survey instrument through an emailed url to Performance Manager

## **Progress to Date**

Our preliminary findings nearly 75% of staff feel very safe or somewhat safe. The majority of staff who said they felt somewhat or very unsafe worked in the inpatient unit where violence is more likely. These staff members were also less likely to be confident that their safety concerns would be addressed.



#### Lessons Learned

Staff feedback to open-ended questions is harder to analyze statistically but can provide much more detailed information to create action plans or develop more specific questions.

## **Next Steps**

- Continue to analyze the open-ended question results
- Present findings to staff in meetings and via the intranet and obtain feedback
- ➤ Identify priority areas for improvement, especially in the inpatient unit where staff feel unsafe.
- ➤ Explore new strategies, such as M&M rounds or safety updates in staff meetings, to better keep all staff informed about safety issues happening across the department.



