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 Project Manager and Data Analyst
➢ Greg Ludlow, Quality Specialist

The Interventions

➢ Review previous survey questions and update survey;
➢ Administer survey instrument through an emailed url to Performance Manager;
➢ Create analysis plan;
➢ Present results to staff in meetings and via the intranet and obtain feedback;
➢ Identify priority areas for improvement; and
➢ Review potential strategies and develop action steps.

Progress to Date

➢ Survey completed by 65 respondents to date
➢ Analyzed data by primary site (i.e., ambulatory, inpatient) and discipline (psychiatry, nursing, consultation, other);
➢ Overall 39% and 34% of respondents felt very safe and safe, respectively. 12% and 9% felt they were somewhat unsafe or very unsafe; and
➢ Opportunities for improvement include additional training and regular refreshers, developing programs for the ambulatory setting and for nonprofessional staff, and improving systems for informing staff about safety incidents and action plans.

Lessons Learned

➢ Some questions need to be further developed to address issues with greater clarity and specificity;
➢ We should solicit staff input on the questions that they think we should ask on future surveys; and
➢ Ongoing communication and transparency are essential to improving safety and the perception of safety

Next Steps

➢ Conduct safety surveys yearly; and
➢ Develop strategies to address identified opportunities for improvement.

For More Information Contact
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