

Effectiveness of Emergency Medical Staff in the Prevention and Management of High-Risk Violence



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Background

Violence against healthcare workers is a major issue in healthcare organizations. Studies pointed out that if the hospital had built a mechanism to identify high-risk patients, it would effectively reduce the occurrence of emergency violence by making advance prevention and preparedness for people who may potentially be violent.

Purpose

This project aimed to improve emergency medical personnel's ability to prevent high risk of violence and respond to violent incidents.

Methods

In May 2022, the risk assessment of violence in the emergency department and the handling procedures for violence prevention was revised based on the literature. A violence risk assessment (Brøset Violence Checklist, BVC) and preventive measures were added. Simulation drills of medical violence incidents were held. The BVC assessment process into the decision support system in September 2022 was imported. When triage personnel encountered a high-risk hospital visitor, the system immediately prompted medical personnel to perform BVC assessment and prompted necessary protective measures based on the assessed risk level.

Results

From May to August 2022, the completion rate of emergency BVC assessment required for improvement was 76.6%. The average score of learning effectiveness in the aspect of knowledge and ability had been significantly improved from 86.7 points to 98.5 points. After the decision support system was launched, the completion rate of BVC assessment increased dramatically to 100% (September to December). The BVC assessment results showed that there were 41 people with high risk. The completion rate of violence prevention care was 100%; no medical violence occurred during the period.

Conclusions and Clinical Applications

By developing emergency violence risk assessment and violence prevention procedures, combined with the information system, emergency medical personnel can improve the completeness of care and the effectiveness of systematic monitoring implementation through the system's decision-making assistance function.