

2026 Strategic Plan Update

Staff Experience: Emergency Department Workplace Violence Project Update

November 8, 2023

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Strategies & Accomplishments

- Public Antiviolence Campaign
- Extension of additional security guard in the ED until March 31, 2024
- Mental Health enhancements including access to a part-time peer support worker in ED
- Security Staff training complete
- Police presence in the department from 1700-0500 hrs
- Creation of de-escalation room
- Recruitment of Indigenous Patient Navigator with experience working with Mental Health and Addictions
- Improvement in 2022-23 QIP Indicator Staff Experience Survey question "My organization takes effective action to prevent violence in the workplace"

Phase 2 Projects Update

	Healthy Workplace	Supportive Staffing Model Review	Public Communication & Education
Project Description	To develop a wellness and education plan that meets the needs of Emergency Department staff	To review current staffing model and develop supportive staffing recommendations that align with staff and patient needs	To develop an education, debriefing and wellness plan that meets the needs of the Emergency Department
Project Successes	Trial of Psychological First Aid training in the ED took place in September/October with 18 staff members in attendance	Supportive roles within the department analyzed and recommendations finalized	“Know your ED team” videos posted to social media Triage informational pamphlet available in the ED
Next Steps	Review of Psychological First Aid training feedback and explore “train the trainer” model	Submit funding request for supportive roles to Ministry of Health	Explore television options that allow for customization of content in the department Explore public advertising opportunities



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Quality Improvement Plan Indicator 2023-24

Quality Improvement Plan 2023-24

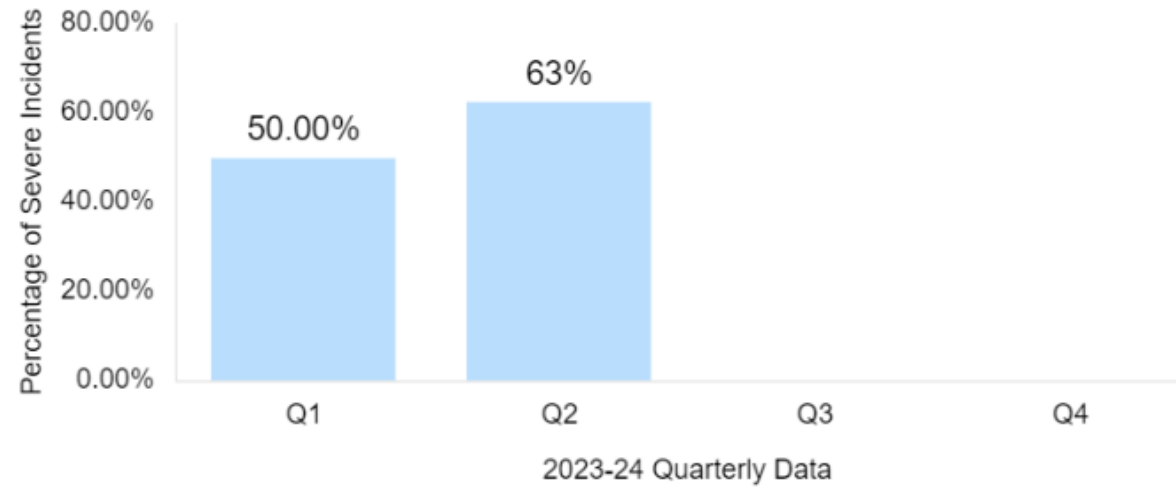
Indicator: Ratio of severe to total incidents within the Emergency Department

Baseline: 26.4% of total incidents are severe (33 severe incidents, 125 total incidents) in the Emergency Department

Change Target End of Q4: Improve severe to total ratio by 3%

Severe incidents defined as lost time, first aid, health care

Percentage of Severe Incidents in the ED 2023-24



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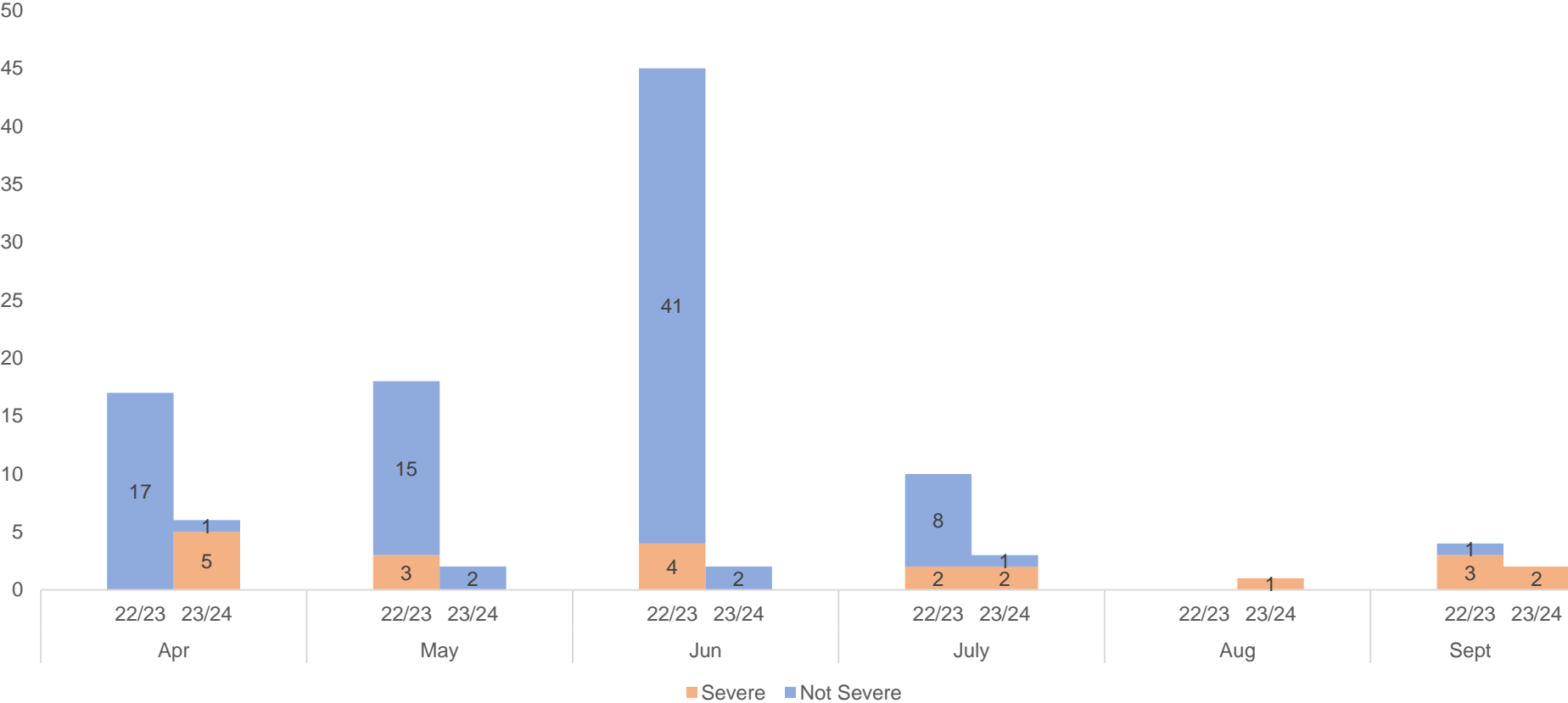
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Quality Improvement Plan Indicator 2023-24

Emergency Department Behavioural Incidents
2022-23 vs. 2023-24



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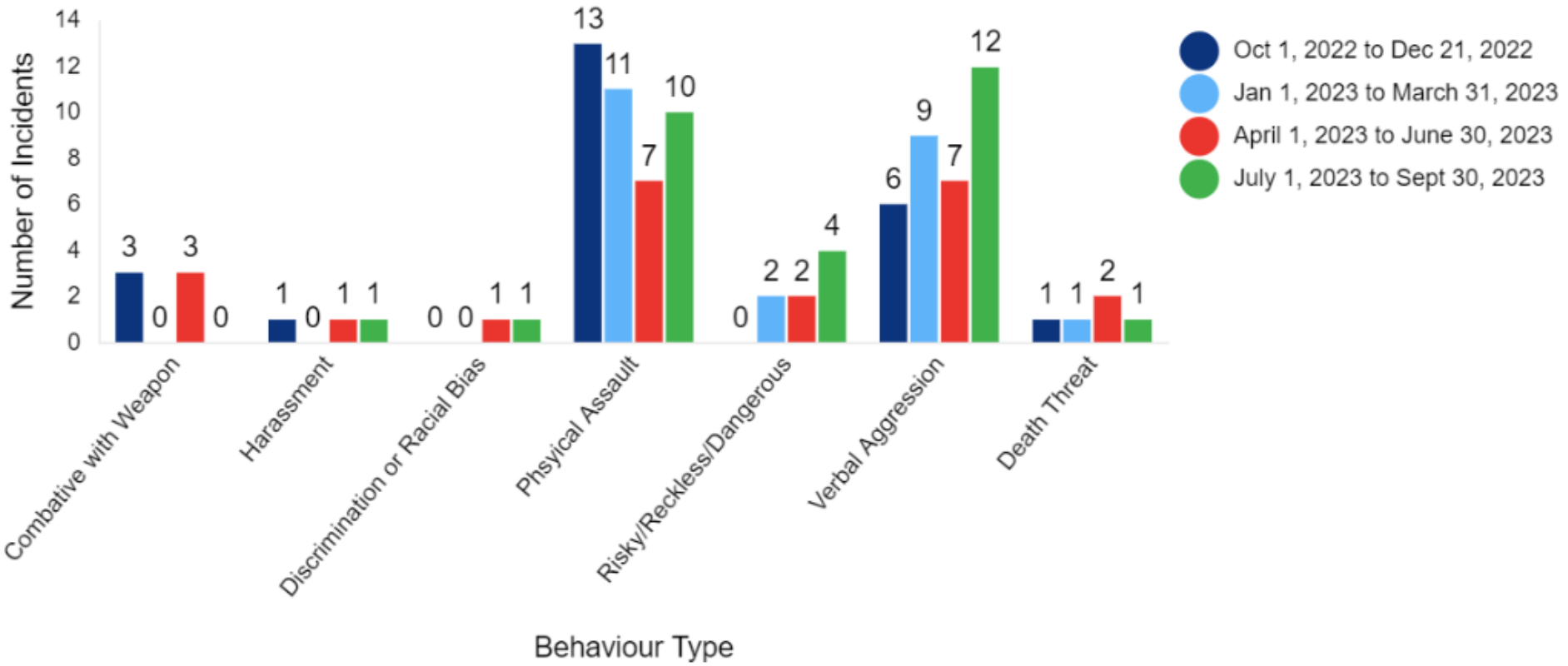
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Behavioural Incident Data

Behavioural Incidents in the ED



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