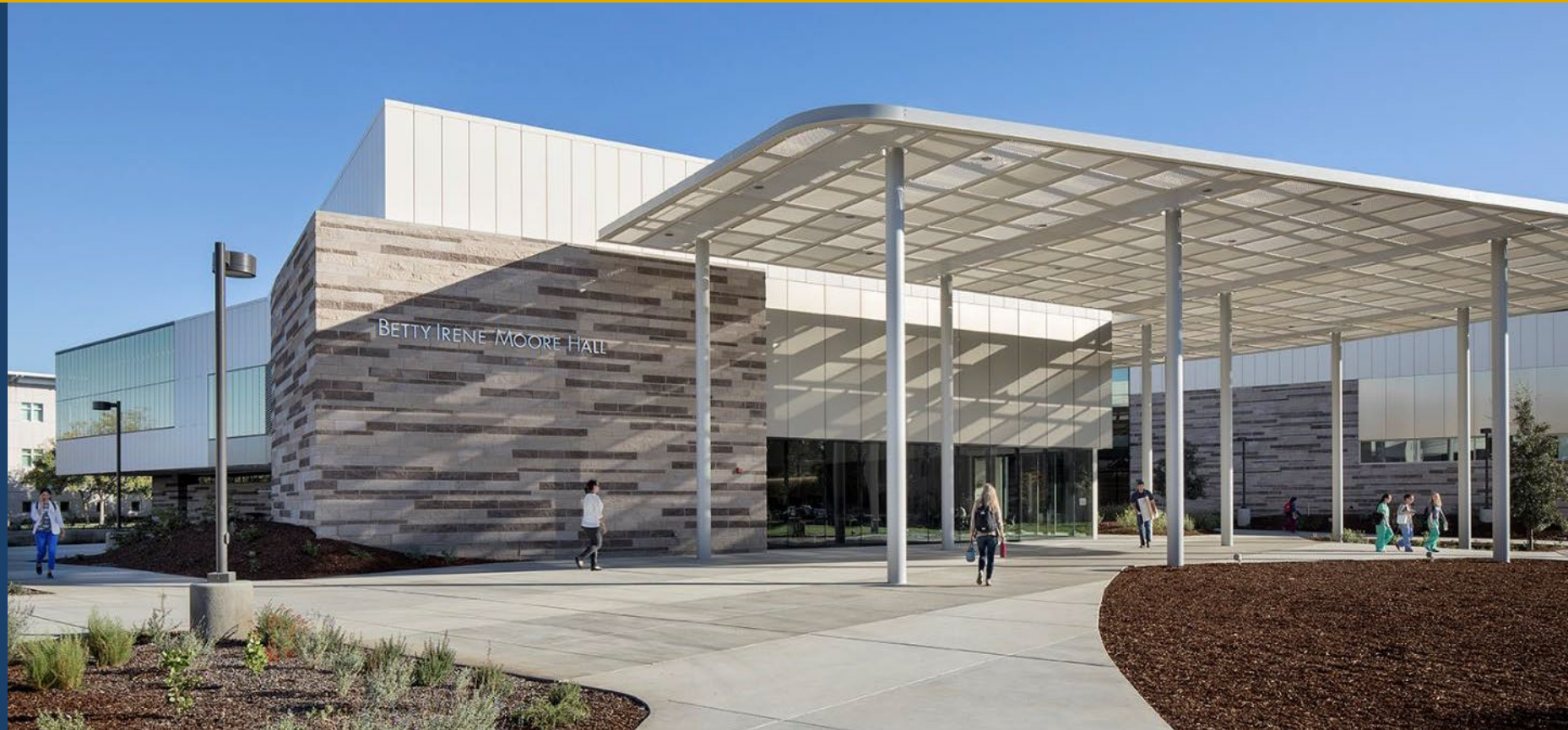




# Addressing Emergency Department Nurses' Experiences of Workplace Violence through the Development of a Peer-based, Post Code Gray Support Tool

## BETTY IRENE MOORE SCHOOL OF NURSING

Laura Juarez, RN  
MSL 2021 student



# Introduction: Workplace violence in the Emergency Dept. (ED)

- What is workplace violence?
- What is a Code Gray?
- Why the ED?



# Introduction: Effects of Workplace Violence on Nurses

- How are nurses impacted by workplace violence?
- Psychological effects
- Disrupt lifestyle behaviors
  
- How are organizations affected?
- Quality of patient care
- Nurse retention



# Approach to Developing the Peer-based Tool

- Targeted institution support resources
- ED debriefing champions class
- ED safety committee meetings
- Literature review findings





## A Peer Response to Supporting Peers (A 10-minute informal guided discussion immediately after a Code Gray)

[Open] When safe, gather and welcome staff involved for a debrief on the unit where confidentiality can be maintained, then follow the acronym in order.

<b>P</b>	<b>Present Ground Rules</b>	<b>Say:</b> "Welcome and thank you for being here. The purpose of this response is to provide a place to process violent incidents and see how we can best support one another. Before we start, I will review the ground rules." (See back and read rules)
<b>E</b>	<b>Encourage Safety</b>	<b>Ask:</b> "In order to keep this a safe place to share our ideas and responses to these challenging events with our peers, can we all agree to keep what is said in this response confidential?"
<b>E</b>	<b>Explain the event</b>	<b>Ask:</b> "Can anyone briefly explain the event that occurred to the group?"
<b>R</b>	<b>Reactions &amp; Reflections</b>	<b>Ask:</b> 1.) "Does anyone want to share their initial reactions or responses towards the event?" <b>Ask:</b> 2.) "Does anyone want to share what went well in the event?"
<b>S</b>	<b>Support &amp; Step away</b>	<b>Ask</b> 1.) "How can we help support each other while caring for this patient for the rest of this shift?" <b>Ask</b> 2.) "Does anyone need to step away for a few minutes before returning to work?"

[Close] **Say:** "Thank you for participating in this response. If you need more support, there is a list of resources on the back of this card. We are not alone."



## A Peer Response to Supporting Peers (A 10-minute informal guided discussion immediately after a Code Gray)

### Debriefing ground rules: Think before you speak

- Debriefing is voluntary, not mandatory, you can join when able to and leave when needed
- We are here to listen to one another; not blame
- This is a safe place and what is said will not be held against us
- All feelings and ideas are welcome and valid
- Respect one another

### \*Additional Support Resources:

- **Academic and Staff Assistance Program (ASAP):**

<https://hr.ucdavis.edu/departments/asap>

- **Support U Peer Responder Program:**

<https://health.ucdavis.edu/clinician-health-and-well-being/Program/Support-U-Peer-Responder-Program.html>

- **ED debriefing champion:**

Vocera "Debrief champ"

***"We deceive ourselves when we fancy that only weakness needs support. Strength needs it far more." - Sophie Swetchine***

# Limitations and Next Steps for the P.E.E.R.S Tool

- Not diagnostic
- Informal
- Not a stand-alone intervention
- Limited time
- Confidentiality

# Thank You

## Acknowledgements:

- Thesis Committee: Dr. Draughon Moret, Dr. Carolina Apesoa-Varano, Dr. Fedyk
- MSL Cohort 10
- Betty Irene Moore School of Nursing Faculty

