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Dr. Jeanne Venella is a clinical authority in emerging healthcare technologies, bridging the gap to safe clinical practice and patient safety in the acute care setting, and with a unique combination of current knowledge of day-to-day operations. In 2018 Becker's Hospital Review listed Jeanne as a Top Female Health IT Leaders to know-acknowledging women who have expertise in various technology areas, including EHRs, analytics and telemedicine.

Her singular focus is now on staff safety and the impact of workplace violence, specifically on staff engagement, patient satisfaction, and quality care outcome.

Jeanne received her BSN from Villanova University, Master's in Organization Leadership from Cabrini University, and her Doctor of Nursing Practice from Waynesburg University. In addition, she is nationally certified in both adult and pediatric Emergency Nursing.

Dr. Venella will review the current state of alarms and impact of alarm fatigue on your practice; discuss the impact of alarm fatigue on patient safety and quality, including the many increasing causes of nuisance and false-positives; examine the (best practice) evidence-based implementation strategies for improving patient safety and explore the opportunities to manage and reduce alarms in your environment.

Title - "SafeCare: Nurturing a Culture of Safety for Staff, Patients, and Quality Healthcare"

Certainly, the connection between workplace violence, staff engagement, patient satisfaction, and quality of care is intricate and multifaceted. Here's an outline to illustrate these connections:

Summary-

Workplace violence (WPV) against healthcare workers can have profound effects on staff satisfaction, quality of care, and patient satisfaction. Here are some potential impacts: It's crucial for nurse leaders to address and prevent such incidents to ensure a safe and supportive working environment for healthcare professionals.

Learning Objectives:

1. Review the current state of affairs of Workplace Violence (WPV) on healthcare workers.
2. Recognize the impact WPV is having on your:
 - a. employee engagement
 - b. patient experience
 - c. Quality of care
3. Address and alleviate safety concerns for staff.
4. Cultivate a culture of protection that prioritizes nurses, taking the same approach as Patient Safety – understand how we and address WPV.
- 5.

Outline:

Workplace violence (WPV) against healthcare workers can have profound effects on staff satisfaction, quality of care, and patient satisfaction. Here are some potential impacts:

1. Staff Satisfaction:

- **Decreased Morale:** Frequent exposure to violence can lead to a decline in morale among healthcare workers. Feeling unsafe at work can contribute to dissatisfaction and stress.

- **Increased Turnover:** Healthcare professionals may choose to leave their jobs or the profession altogether due to concerns about their safety. This can lead to high turnover rates, affecting continuity of care and institutional knowledge.
2. **Quality of Care:**
 - **Distraction and Fear:** Workplace violence can create an environment of fear and distraction. Healthcare workers may be less focused on their tasks, potentially compromising the quality of care they provide.
 - **Reduced Efficiency:** Violence can disrupt normal workflow and create inefficiencies in healthcare delivery. This may lead to delays in patient care and negatively impact outcomes.
 3. **Patient Satisfaction:**
 - **Communication Breakdown:** Instances of violence can affect communication between healthcare providers and patients. Patients may sense tension or fear among staff, leading to decreased satisfaction.
 - **Perceived Safety:** Patients may feel less safe in a healthcare setting where violence has occurred. This perception can influence their overall satisfaction with the care they receive.

Addressing workplace violence is not only essential for the well-being of healthcare workers but also crucial for maintaining a positive work environment that contributes to high-quality patient care. Implementing preventive measures, providing support services for affected staff, and fostering a culture of safety can help mitigate the impact of workplace violence on staff and patient satisfaction.

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