

BEST DIGITAL INTERNAL COMMUNICATIONS

Our digital campaign offers resources to support health care workers when dealing with workplace aggression.

PROBLEM

Incidents of workplace aggression and violence – particularly in health care settings – have recently increased and made headlines across the country. Many clinicians, nurses, medical assistants and front office staff deal with the brunt of these interactions.

INSIGHTS

Addressing workplace violence requires a multipronged approach. One facet of workplace safety is arming our health care workers with resources that empower and support them when faced with situations that could escalate.

SOLUTION

A Safer U is a program based on the work of the Disruptive Behavior Taskforce. It brings together a multidisciplinary team from across UCLA Health to enhance workplace safety and promote well-being.

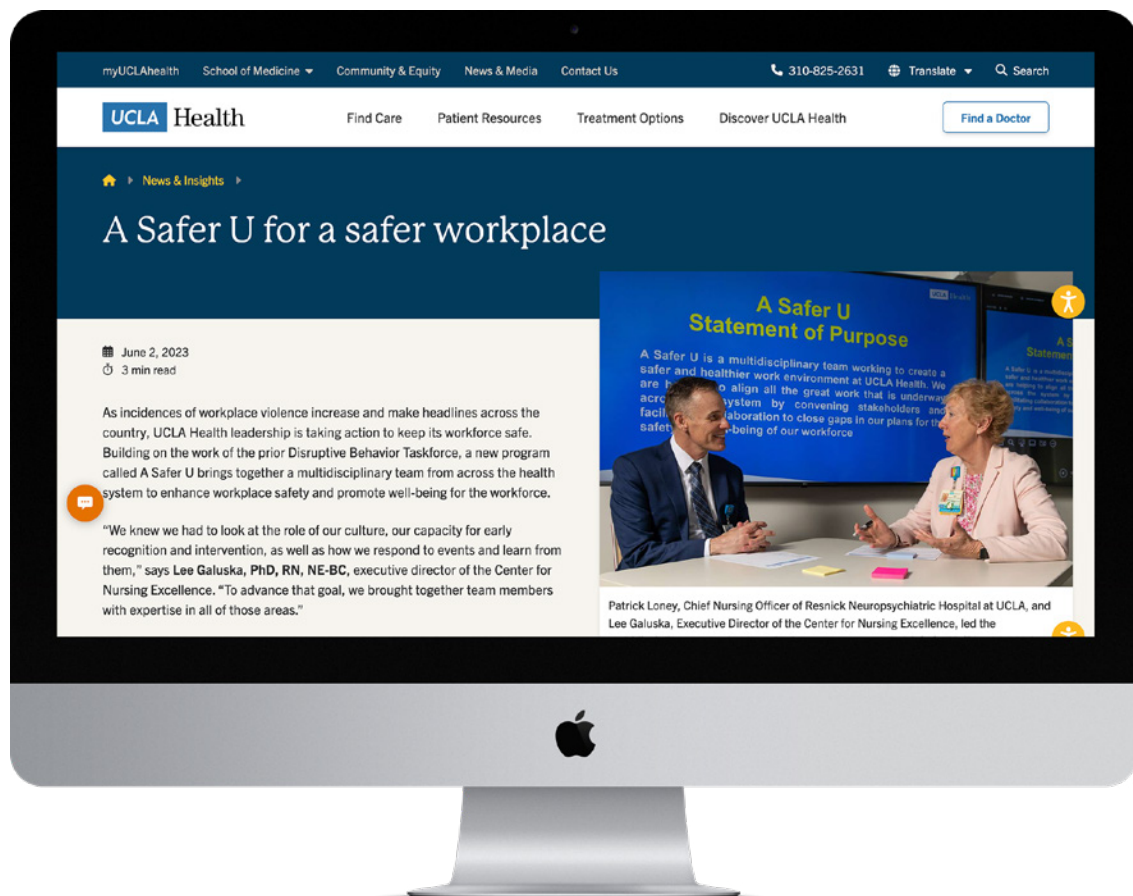
A Safer U includes a toolkit that helps staff with decision-making and de-escalation if they encounter aggressive patients or visitors. The toolkit is housed front and center on the UCLA Health intranet. It includes easily digestible, accessible resources, including:

- De-escalation behavior and response matrix from the Crisis Prevention Institute (CPI)
- De-escalation verbiage from the CPI
- Disruptive patient escalation decision tree
- Disruptive visitor escalation decision tree

- Documentation guidelines
- How to set limits, a five-step guide from the CPI
- Patient rights and responsibilities form
- Resources for disruptive behaviors
- Template letter to disruptive patients to reinforce behavioral expectations
- Top 10 de-escalation tips for health care professionals

Efforts to spread the word about A Safer U have included multiple targeted communications, such as:

- Internal all-staff emails
- News stories hosted on the UCLA Health website
- A Letter from our CEO about A Safer U in our employee publication, U News
- Review of materials during monthly Management Forum meetings, led by health system leadership
- Posters on expectations for patient behavior displayed in clinical settings



The A Safer U toolkit is part of a comprehensive program to help increase safety for UCLA Health staff. When accessing the toolkit, users are encouraged to reach out to the A Safer U task force with questions, comments or suggestions or to express interest in joining the task force.

METRICS

Materials designed for A Safer U have successfully spread the word about the campaign to all UCLA Health staff. The toolkit is listed at the top of the UCLA Health intranet homepage to help staff easily find these materials when they need them.

