Public Services Health & Safety Association™

Your Health. Your Safety. Our Commitment.

Workplace Violence Risk Assessment Tool

User Guide for Acute Care and Long Term Care

Saskatchewan Association for Safe Workplaces in Health

Workplace Violence Risk Assessment Tool - User Guide for Acute Care and Long Term Care

Product Code: SAS-VPRTLAEN0817

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Introduction

About PSHSA

Public Services Health & Safety Association (PSHSA) provides occupational health and safety training and consulting services to various Ontario public sectors. These include healthcare, education, municipalities, public safety and First Nations communities.

As a funded partner of the Ministry of Labour (MOL), we work to prevent and reduce workplace injuries and occupational diseases by helping organizations adopt best practices and meet legislative requirements. To create safer workplaces, employers and employees must work together to identify potential hazards and eliminate or control risks before injuries and illnesses occur.

Workplace Violence in Healthcare

Violence in the workplace is a complex issue. It’s also one of the top health and safety concerns facing Ontario’s healthcare sector today. Research shows that workplace violence is three times more likely to occur among healthcare workers than any other occupation, including police officers and prison guards (International Council of Nurses, 2001; Kingma, 2001).

Each year, Ontario’s Workplace Safety & Insurance Board (WSIB) allows more than 600 violence-related claims involving healthcare workers. While this number is alarming, many more cases are believed to go unreported (Findorff, Wall, & Gerberick, 2005). Healthcare staff work hard to keep others healthy and safe, yet their work can put them at risk and leave them with debilitating physical and psychological trauma.

Legislative changes in Ontario have broadened our awareness of workplace violence, and have strengthened our understanding that it cannot be considered part of the job. Under the law, everyone in the workplace has a role to play in eliminating violence at work.

The Five PSHSA toolkits

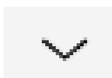
PSHSA has created five toolkits to help healthcare organizations protect staff from workplace violence, and meet legal responsibilities for ensuring healthy and safe workplaces. The toolkits are:

1. Workplace Violence Risk Assessment (WVRA)
2. Individual Client Risk Assessment (ICRA)
3. Flagging
4. Security
5. Personal Safety Response System (PSRS)

Table of Contents

Navigation/icons

The following icons are found in the tool:

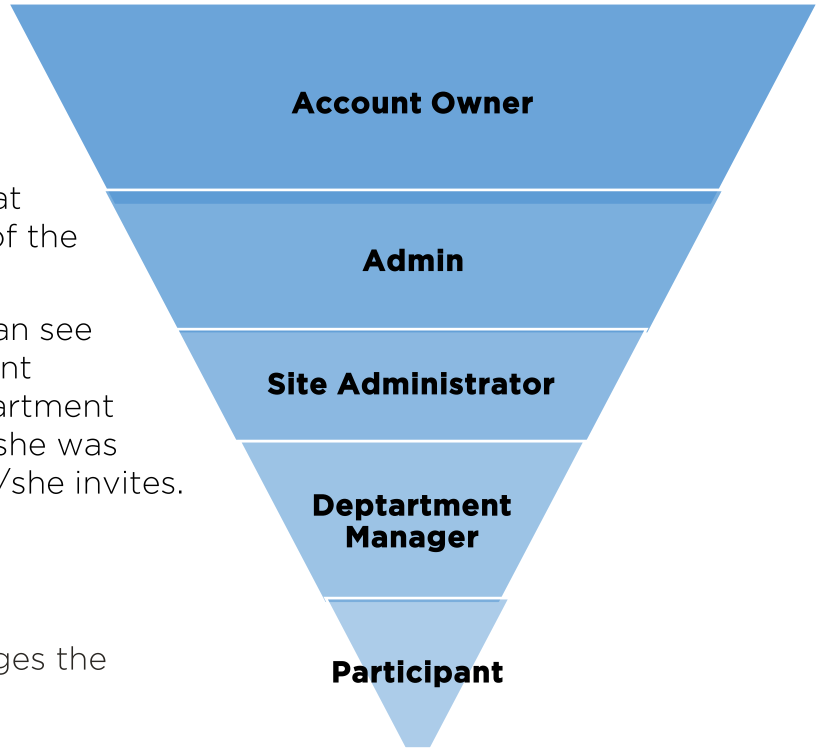
Icon	Meaning
	Use to edit an entry
	Use to delete an entry
	Minimizes (collapses) a field
	Expands a field
	Opens up a calendar
	Attach a document (jpg, word, excel...)
 1	There is a comment and the number

Roles and Responsibilities

There are several roles to which individuals using PSHSA's Assessment Tool can be assigned.

Keep in mind that the role listed at the top has view to all the tasks of the roles listed below it.

For example: An Administrator can see the Site Administrator, Department Manager and Participant. A Department manager can only view what he/she was assigned and any participants he/she invites.



Account Owner

This individual creates and manages the organization's account.

Admin

This individual is invited by the Account Owner or another Program Administrator to manage the workplace violence program.

Site Admin

Site Administrators are invited to manage a site assessment and team assignments.

Department Manager

The Department Managers are assigned departments by an Account Owner, Program Administrator or Site Administrator

Participant

Participants are typically assigned action items by Department Managers and Site Administrators.

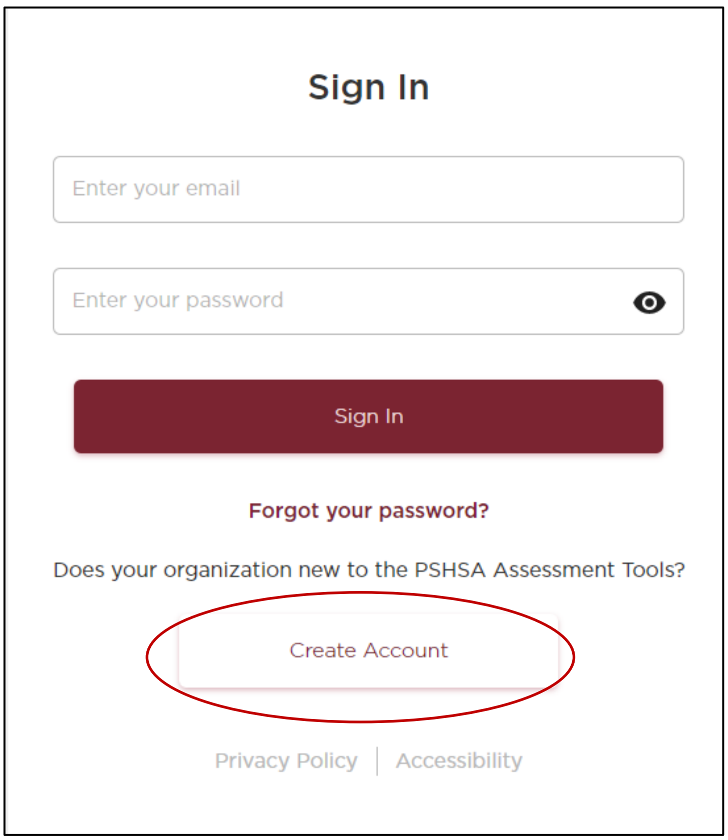
Account Owner/Administrator

Introduction

In order to use the Workplace Violence Risk Assessment Tool for your organization you are required to first set up your organization, department, managers and others who will be using the tool and conducting risk assessments.

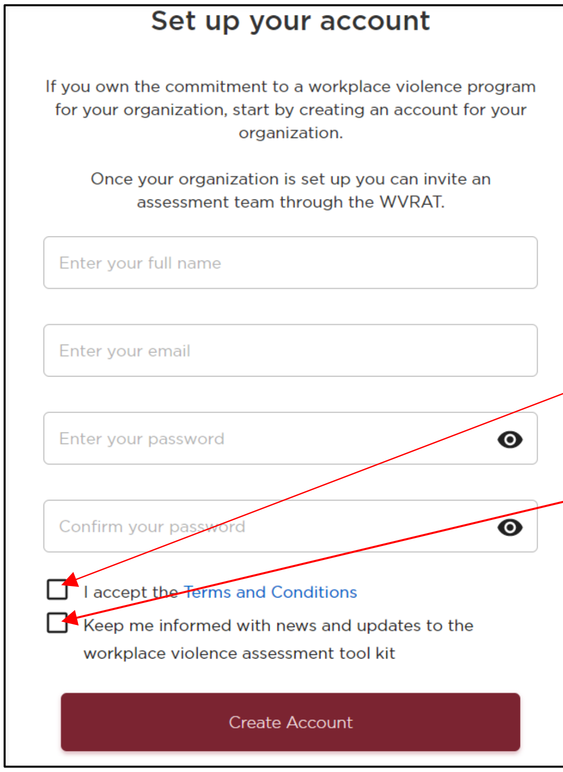
Creating an Account

a. Click on "Create Account" located at the bottom



b. Complete all the fields on the “Set up Your Account” screen.

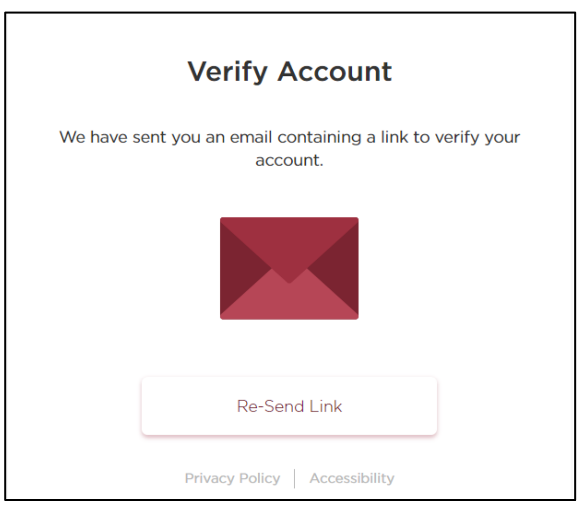
Note: The password must be eight characters long



Click on this box to accept the Terms and Conditions.

Chick on this box if you would like to be kept informed with news and updates on the Workplace Violence Risk Assessment Tool kit.

c. Once completed, click on “Create Account”
You will then receive an email with a link to verify your account.

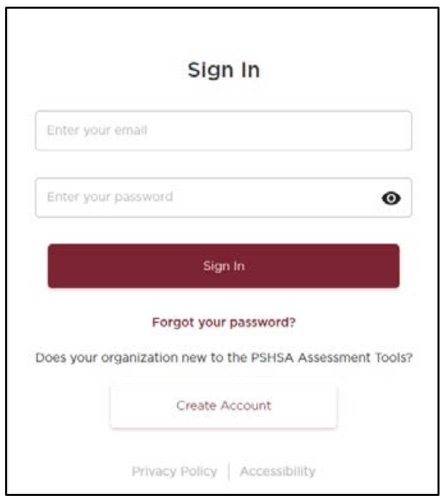


Signing in

Once you click on the activation link in the email sent, you will then need to sign in.

Note: If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhance functionality.

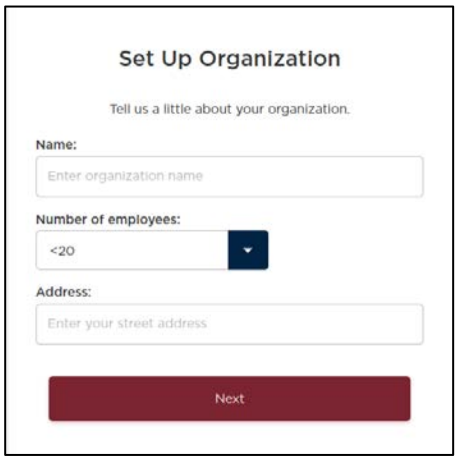
a. Enter your email address and password that you used to create the account, then
b. Click the "Sign in" box



Setting-up an Organization

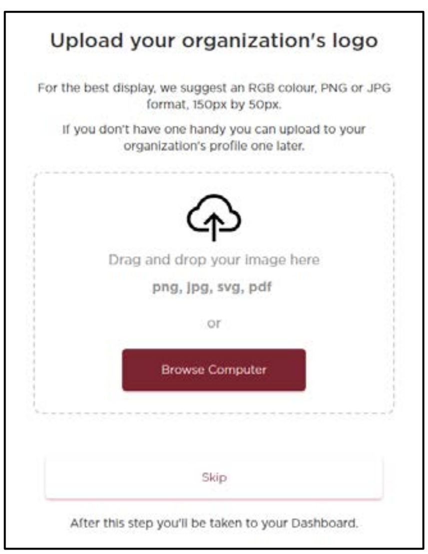
Set Up Organization

a. Enter your Organization's name
b. Click on the arrow to select the number of employees in your organization
c. Enter your organization's street address
d. Click "Next"



Upload Your Organization's logo

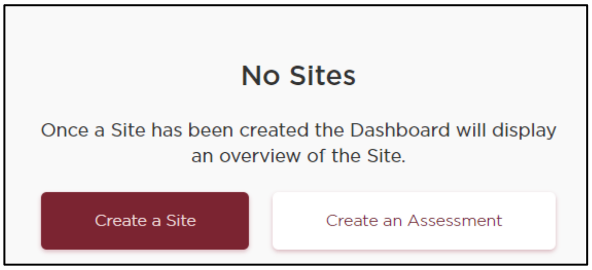
a. Drag and drop the image into the dotted box OR
Click on "Browse Computer" to locate your image file



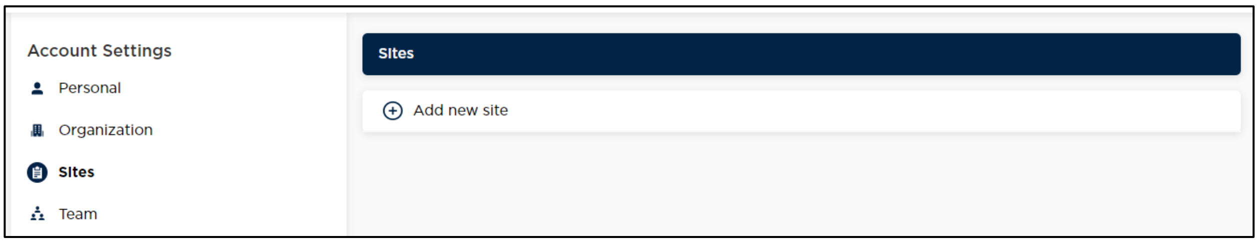
NOTE: if you don't have a logo at this time, you can always upload one later, by clicking "Skip" and then update the organization's profile when you are ready.

Creating a Site

Click on “Create a Site”

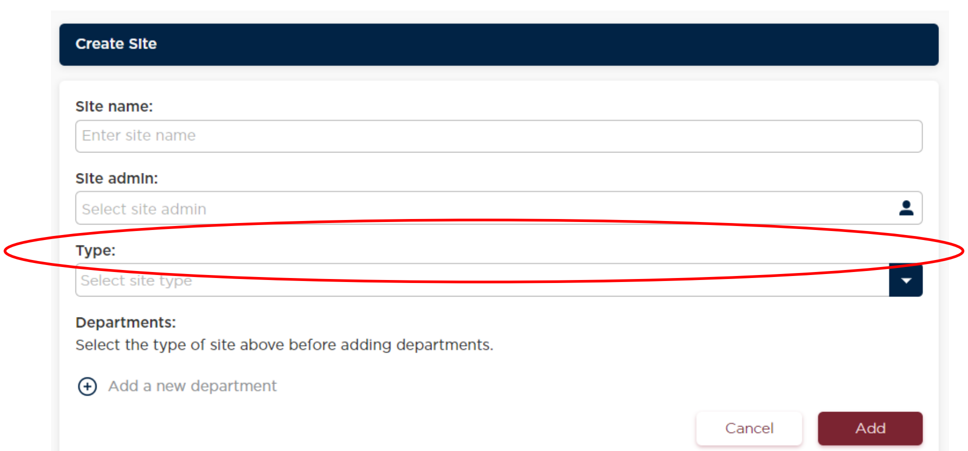


Click on “+Add new site”



a. Enter Site name (you need to complete this step for every site at your organization, even if there is only one site)
b. Enter the name of the Site Administrator
c. Type: using the drop down arrow select whether the site is an Acute Care Facility or Long Term Care Facility.

Note: Once you enter the above information, you will then be able to add the department units for this site.

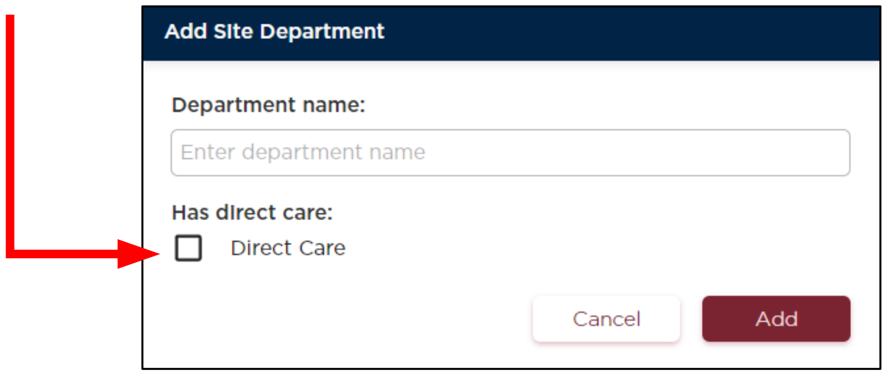


Once all the departments are added, Click “Add” to continue. This will send an automatic email to the Site Administrator letting him/her know they have been assigned to the site.

Adding Site Department

To add a department click on "+Add a new department". Remember to indicate which departments include direct patient care.

a. Department name: enter the name of the department. For example you may name one "Nursing – Emergency" and another "Nursing – Pediatric"
b. If the department provides direct care, ensure to click the box beside "Direct Care"

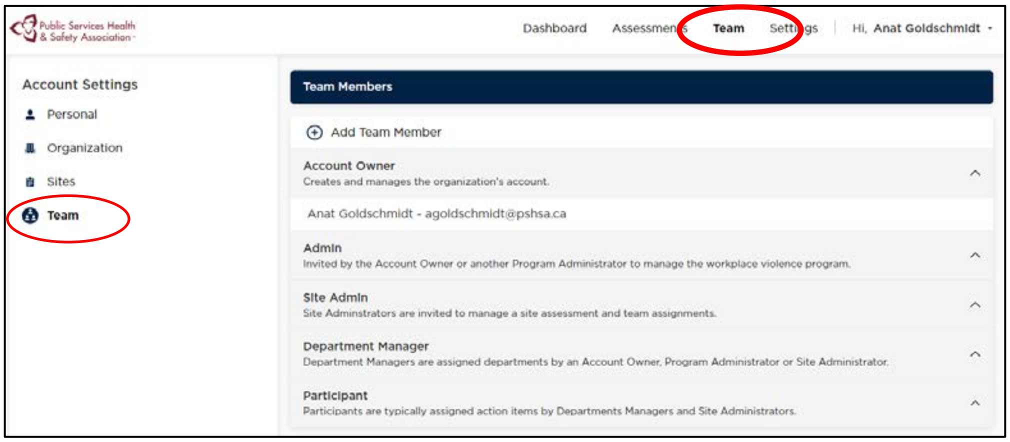


c. Click "Add"

Setting up Your Team

Click on “Team” in the left hand menu or on the top navigation bar, which will open a window to add team members.

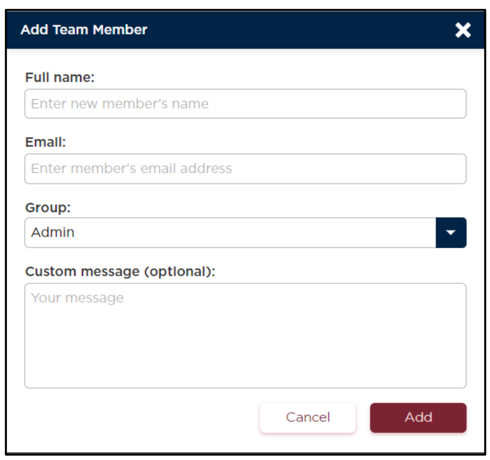
Note: You can add a team members at any time during the assessement. For example a Department Manager can add a participant when they are completing the action plan



Add a Team Member:

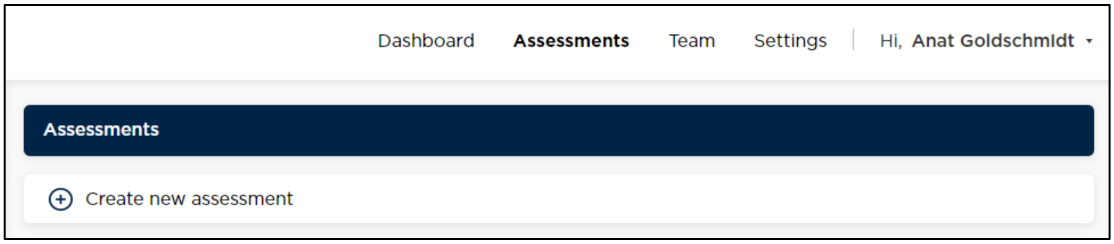
Keep in mind that the role listed at the top has view to all the tasks of those below.
For example: An Administrator can see the Site Administrator, Department Manager and Participant. A Department manager can only view what he/she was assigned and any participants he/she invites.

a. Click on "+ Add Team Member" to add a member to any of the roles. An individual may be assigned to more than one role.
b. Full name: enter the team member's full name
c. Email: enter the individual's email address
d. Group: using the drop down menu select the role the individual will be assigned
e. Custom message: you have the option to add a comment or additional instructions to the receiver of the e-mail. This comment will appear in the automated email invite he/she receives.
f. Click "Add"



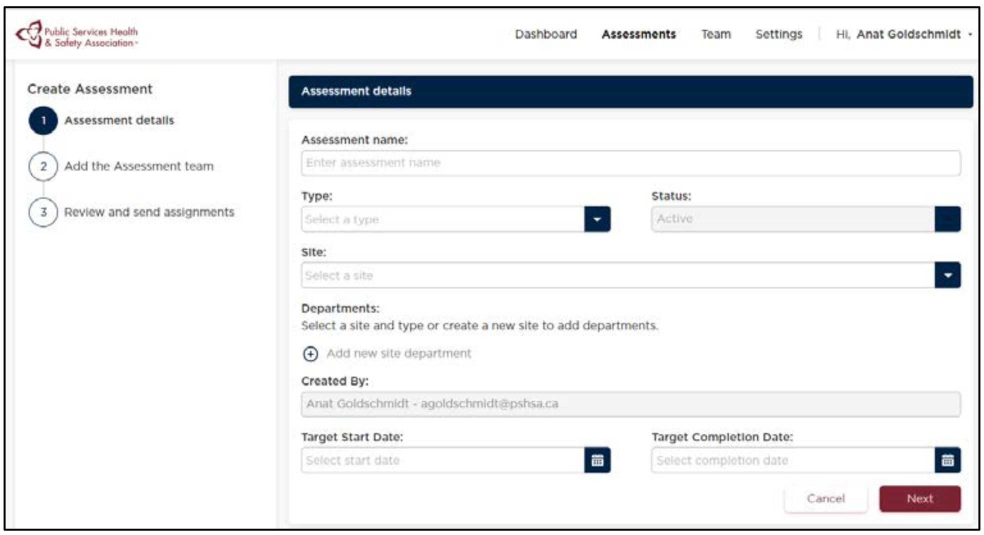
Creating a Risk Assessment

Once signed in you are taken to the Dashboard. Since no assessment has been created yet you can either set up your team or create an assessment. If you click on "Create an Assessment" you will have an opportunity to set up the team later through Settings or as you complete each step of the assessment.



a. Click on "+ Create new Assessment"

There are three steps in creating an assessment. The steps can be seen on the navigation menu on the left.



Step 1: Assessment Details

This is where you begin to input the details of the assessment.

a. Assessment name: Enter the name of the Assessment. It is suggested that you include at least the year in the assessment title, and the month if the assessment may be completed more than annually. (e.g. September 2017 or Q3 2017)
b. Type: From the drop down menu select whether it is an Acute Care/Long Term Care or Security Assessment (refer to Creating a Security Assessment section of this guide)
c. Site: Use the drop down arrow to select the site for this assessment. If a new site needs to be set up then click "+Add a new site" from the drop down menu.

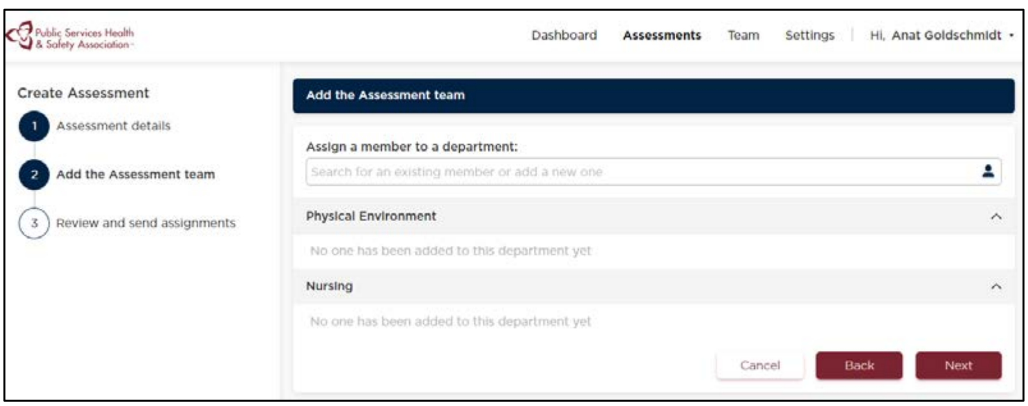
d. Departments: Once the Site name and Site administrator is added, you must add the departments associated with the site that will be assessed. Click on "Add Department". You can add all departments at one time, and assign them later. Click on the box next to the departments that are to be included in the assessment.

Note: Physical Environment will appear as it's a Category 1 and mandatory

e. Target Start Date: Click in the field or the icon to the right to select a date using the calendar.
f. Target Completion Date: Click in the field or icon to the right to select a date using the calendar
g. Click "Next"

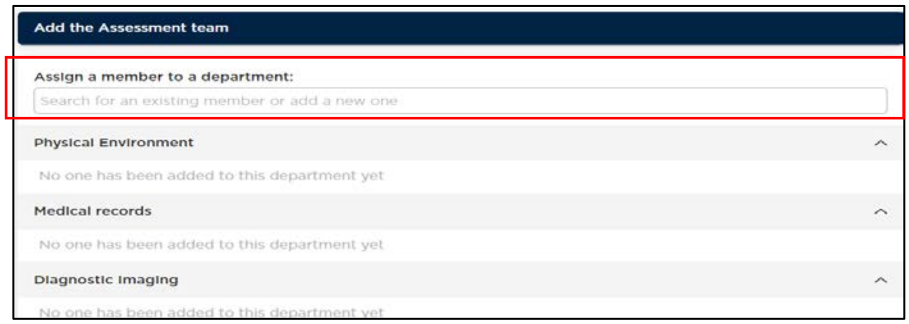
Step 2: Add the Assessment Team

The departments listed are based on the ones you selected for the assessment in the assessment detail screen. A team member can be assigned to one or more departments.



To assign a member to a department:

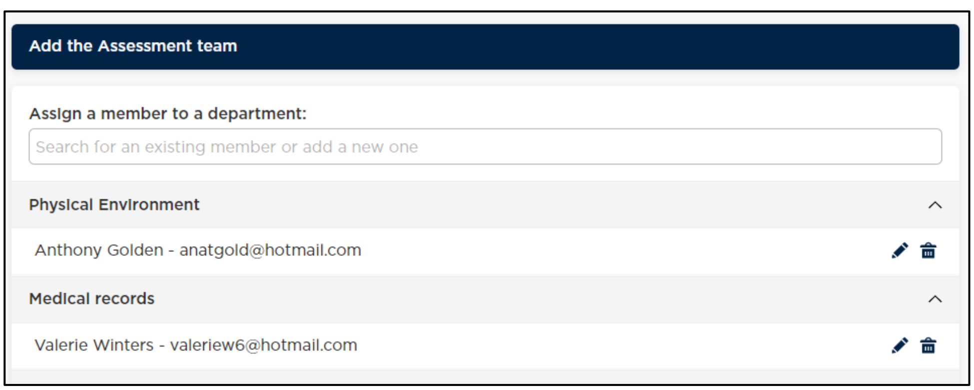
a. Click in the “Assign a member to a department” field. A drop down will open with names of existing team members
b. Click “Update” OR
You can click on “invite a new team member” which will open the “Add Department Manager” screen.



Add Department Manager

a. Full name: Enter the individual’s full name
b. Email: Enter the individual’s email address
c. Departments: Select the departments you would like to assign the indivual to
d. Click “Update”

Once you click “Update” the name of the manager selected appears below each department they were assigned.



Repeat steps a. and b. of “Assigning a member to a department” until a manager is assigned to all the departments in the assessment.

If you want to remove a manager, click on the trash can icon to the right of the name. If you want to edit the departs the individual is assigned to, use the edit icon. Department Managers can be added at a later time if you are using a staged roll out.

Changing Department Manager

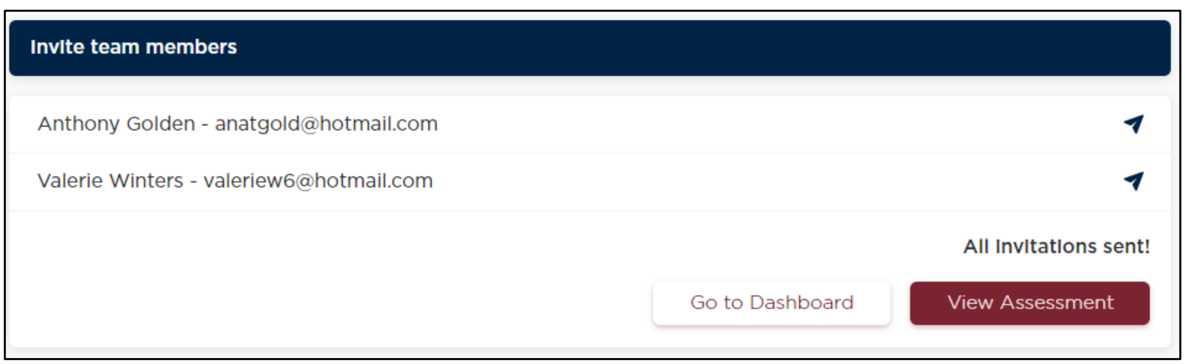
If a team member was already added to a department and you decide you would like them assigned to more departments or change the department originally selected; you can do so by clicking the pencil icon located to the right of the name.

Step 3: Review and Send Assignments

a. Click on “Invite” which will send an email to the individual letting them know they have been assigned. Once you click on “Invite” you’ll see the confirmation that the invitations were sent.

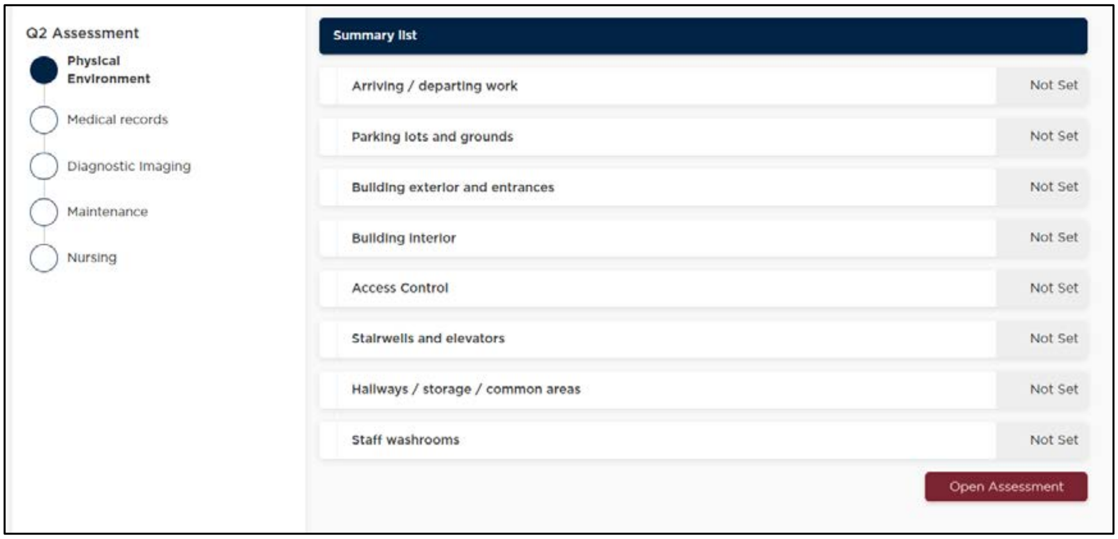
You then have the choice to either:

1. Go to the Dashboard or
2. View the Assessment



Completing a Risk Assessment

Once “View Assessment” or “Assessments” from the top bar is selected (and you select the assessment) you will see the Assessment summary list page:



The Left hand side displays the name of the Assessment (for eg. “Q2 Assessment”) and a list of the Departments that are part of the assessment.

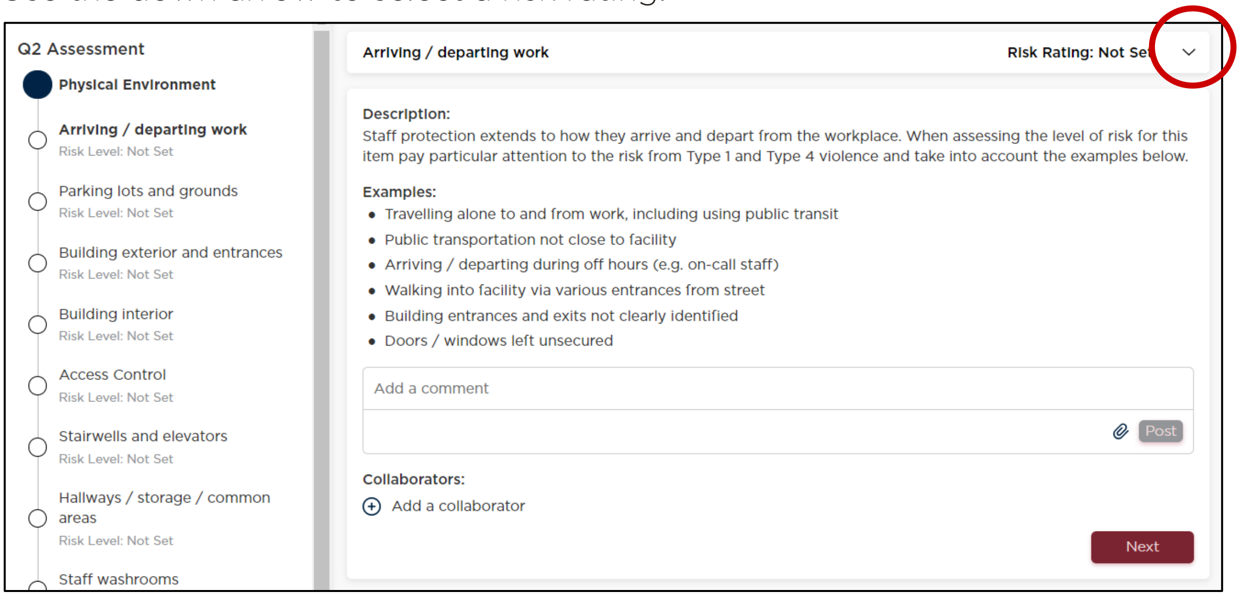
The department with the filled in circle indicates the department you are currently viewing. To view one of the other departments simply click on the Department name. Department Managers will only see those departments assigned to them.

The items listed in the middle are the hazard areas within that department and the status of each can be seen on the right.

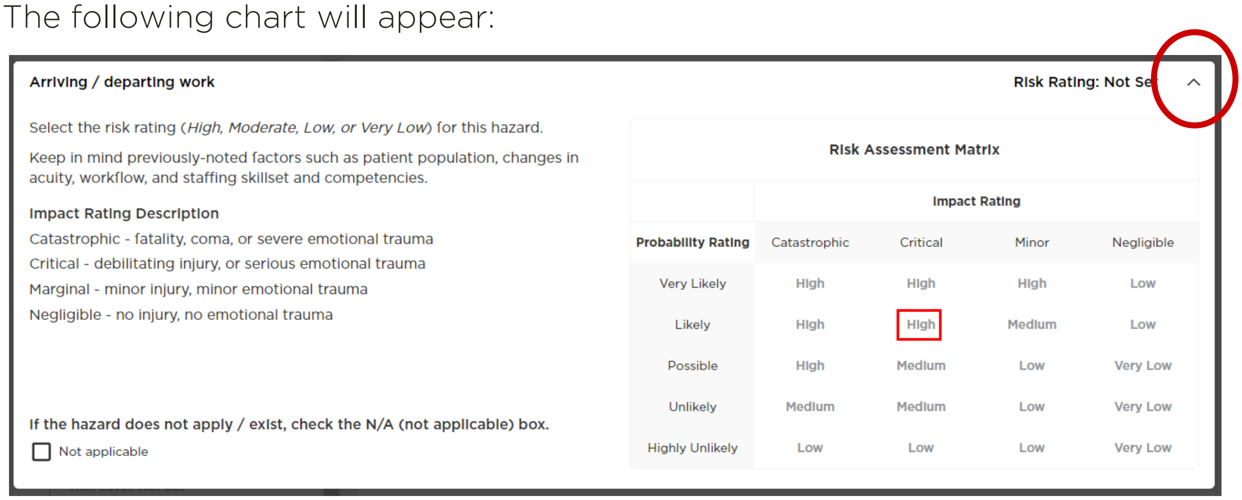
Getting started

a. Click “Open Assessment”. It will open the items under each Department.
b. Review the description and examples for each hazard

c. Use the down arrow to select a risk rating.



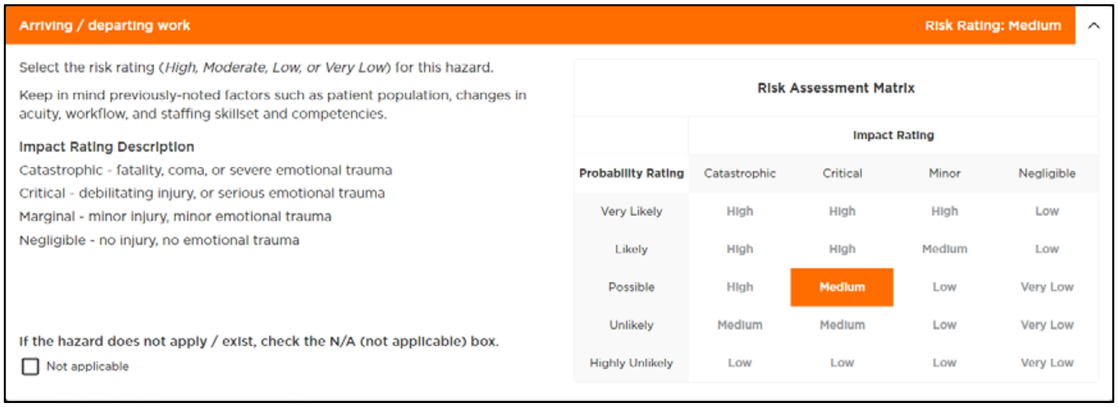
d. The following chart will appear:



e. Discuss the hazard with your team. The impact and probability must be determined to choose the risk rating. As you move your mouse over a rating a coloured rectangle will appear around the word. To select the rating, click on the word.

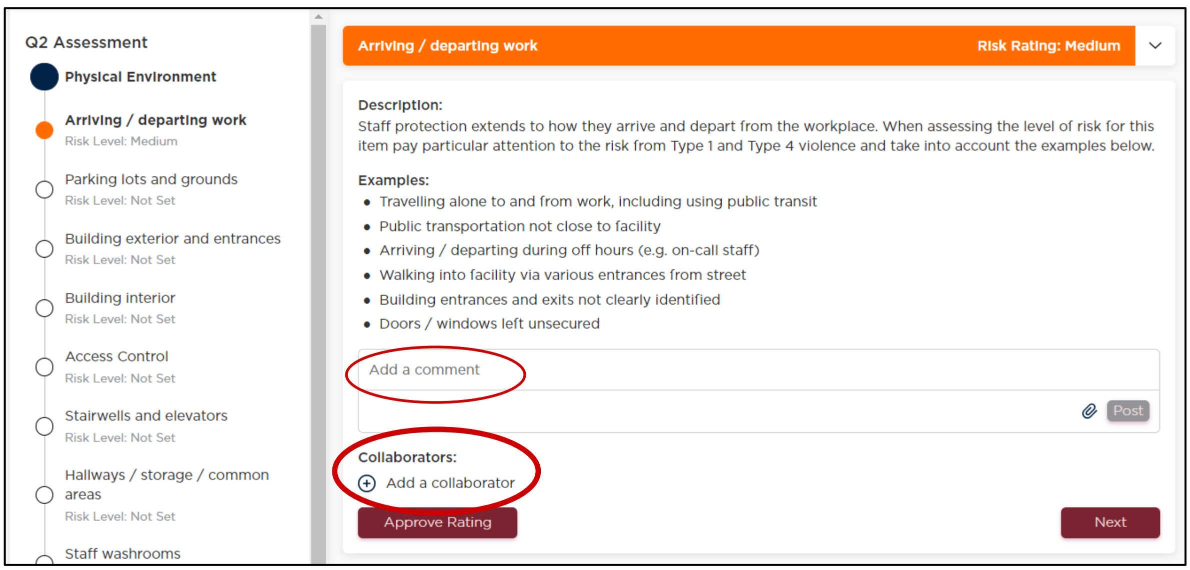
Red = High
Orange = Medium
Yellow = Low
Light (bright) Yellow = Very Low

Note: once the rating is selected the top bar will have a colour that reflects the risk rating.



f. Click on the up arrow to close the pop-up screen.

The rating will then appear on the assessment



g. Before continuing to the next hazard you can add a comment and also attach a file/photo. The comment area is where you can explain your rationale for the rating.

h. You can also identify a collaborator(s) who are the team members that you consulted with when determining the risk rating.

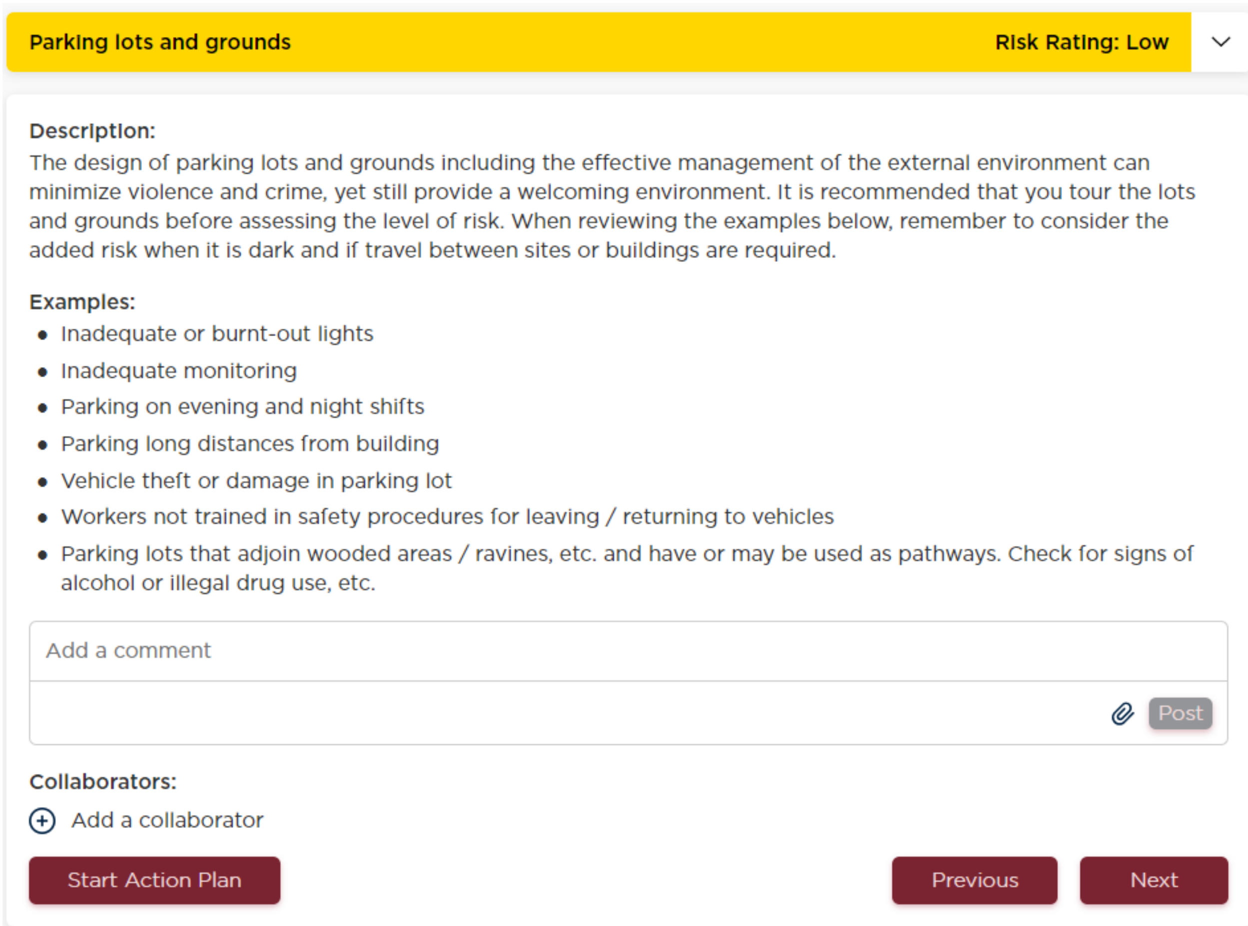
i. You can approve the rating by clicking on "Approve Rating" which once confirmed will then appear on the Dashboard when viewed **or** you can approve them all later.

Note: Once the risk rating is "approved" it can only be changed by the administrator or account owner.

j. Click "Next" to continue to the next hazard

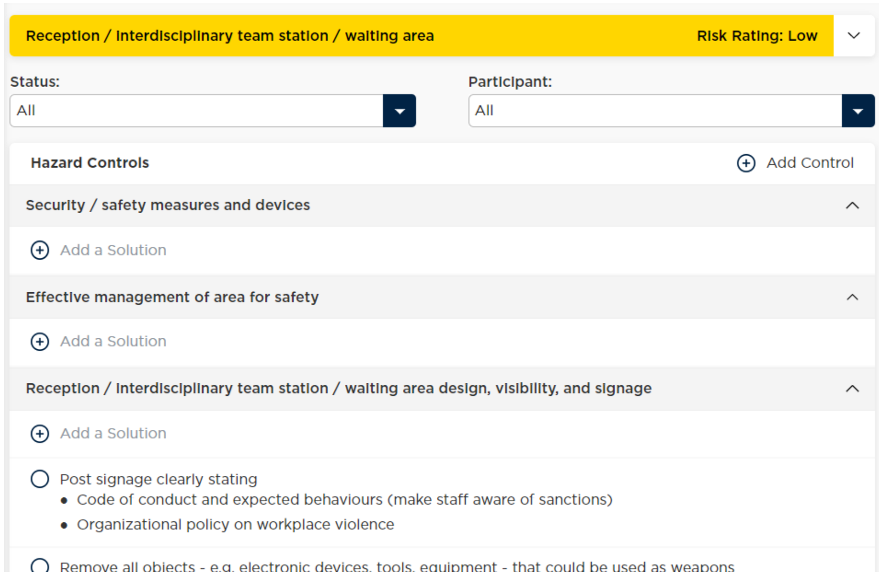
Action Plan

Once the rating is approved a "Start Action Plan" button appears. Most often it is the Department Manager that will start the action plan and assign tasks.



To create an Action Plan you can

a. Select ones listed using the open button next to it, OR
b. Click “+ Add a solution” to type in a solution and then click “Add”

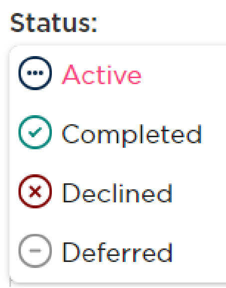


Note: The number of action items corresponds to the risk rating selected

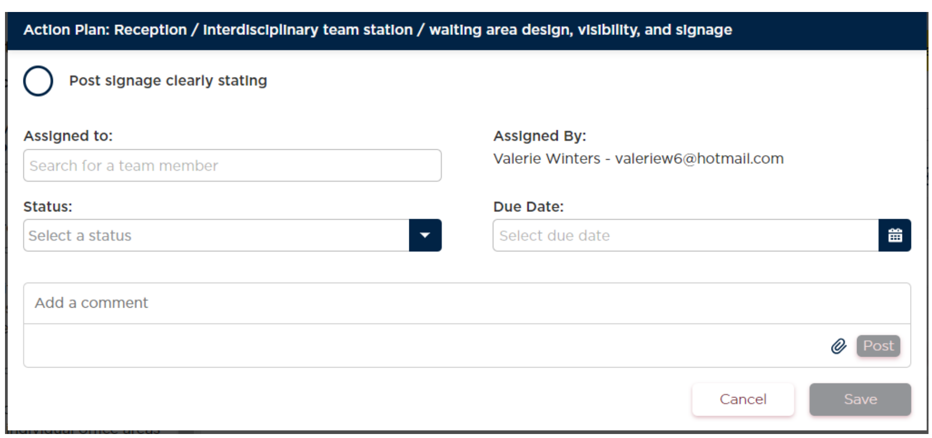
Assigning an Action Plan

Once a solution is added/selected you will be able to assign a team member to action it.

a. Click on the solution
b. Assigned to: Click in the field and select a team member or invite a new team member
c. Status: Set the status
These are the status options and icons that are available. When assigning it you would select "Active".



d. Due Date: Use the calendar to select the due date
e. You can add a comment for the team member, providing more information
Note: the comment will appear in the invite the member receives informing him/her they have been assigned a task
f. Click "Save": this will send an email to the team member assigned letting them the solution they have been assigned to

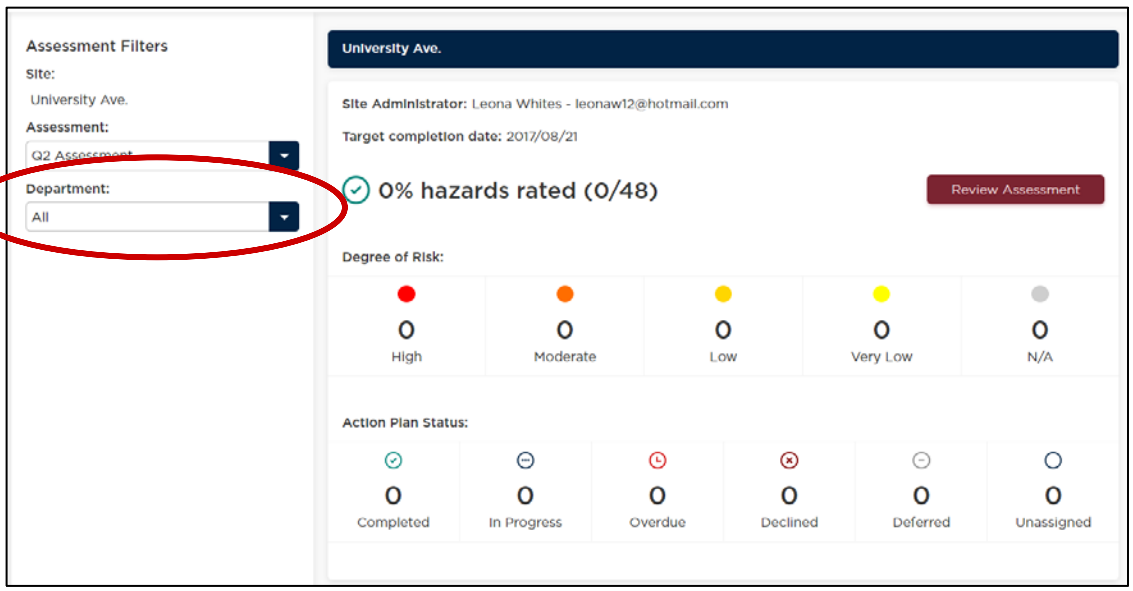


Reviewing Assessments

The Dashboard provides you with an overview of the assessment. It shows the total hazards in the assessment and how many have been rated (high, medium, low, very low or n/a). For each hazard there are actions which can be assigned. The Dashboard provides a high level snap shot of the status of the action plans for a department or site.

The Dashboard will be the first screen on subsequent sign-ins, if "Dashboard" is selected from the top ribbon and when "Go to Dashboard" is selected from the "Invite team members" screen.

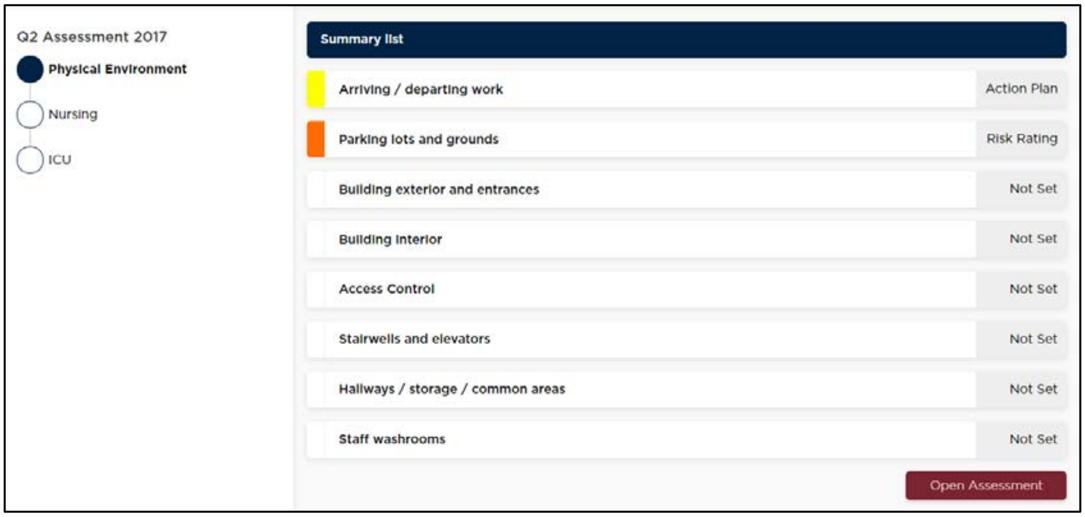
As assessment can be filtered by selecting the Assessment from the drop down menu on the left and by Departments (associated with that assessment).



To view the status of the solutions for each of the hazards.

a. From the Dashboard click on "Review Assessment" this will open the Summary list

At a glance you can see the risk level rating for each hazard within a department (one with filled in circle) and the state of each (Action Plan, risk

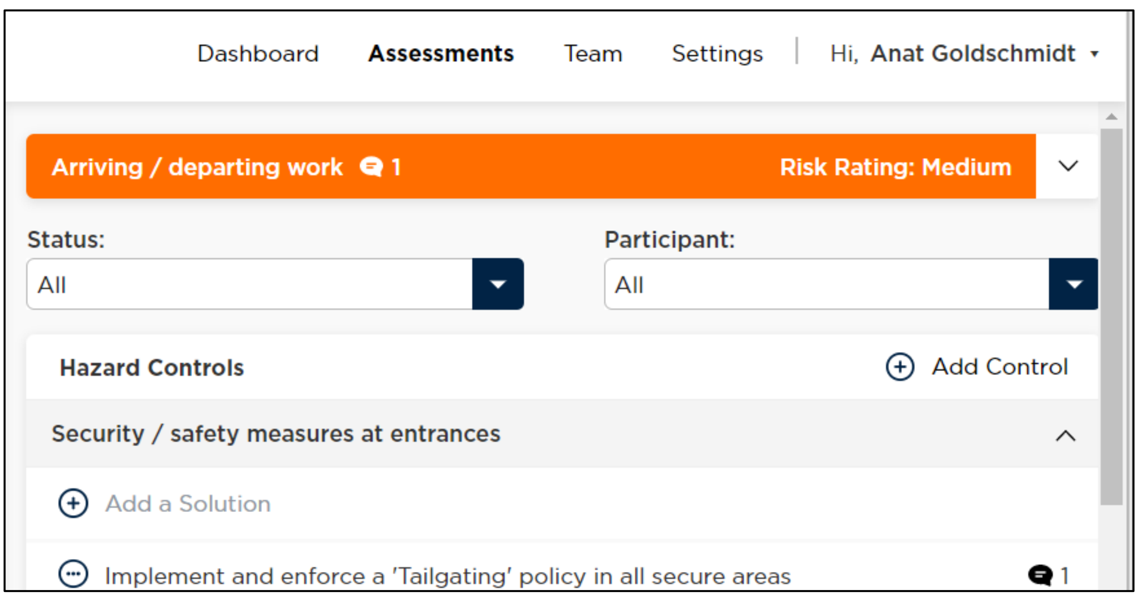


rating or not set)

Hazards can be filtered by Status or Participant.

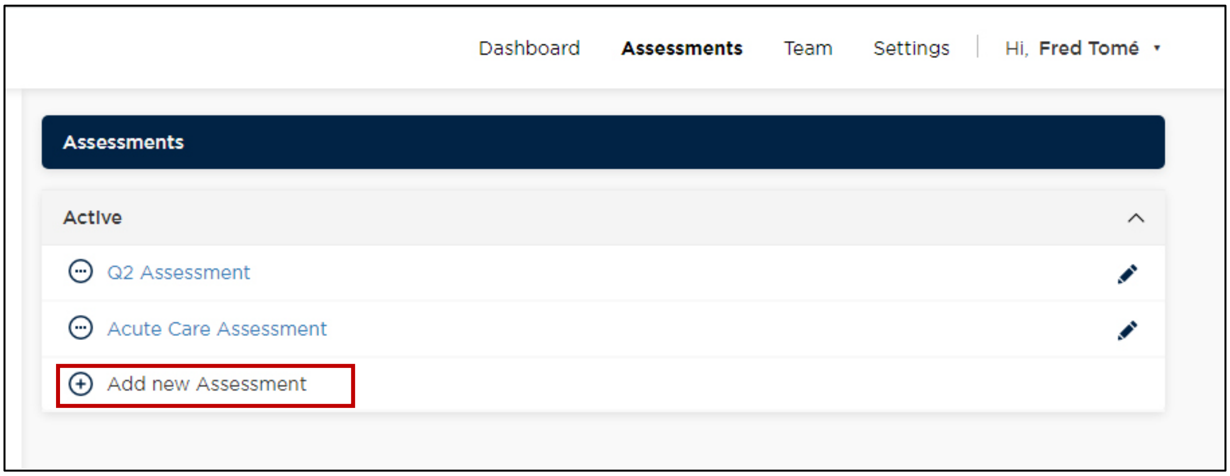
Use status to view all active or completed solutions

Use filter by participant to view what he/she has been assigned and the status of their solutions.



Creating a Security Assessment

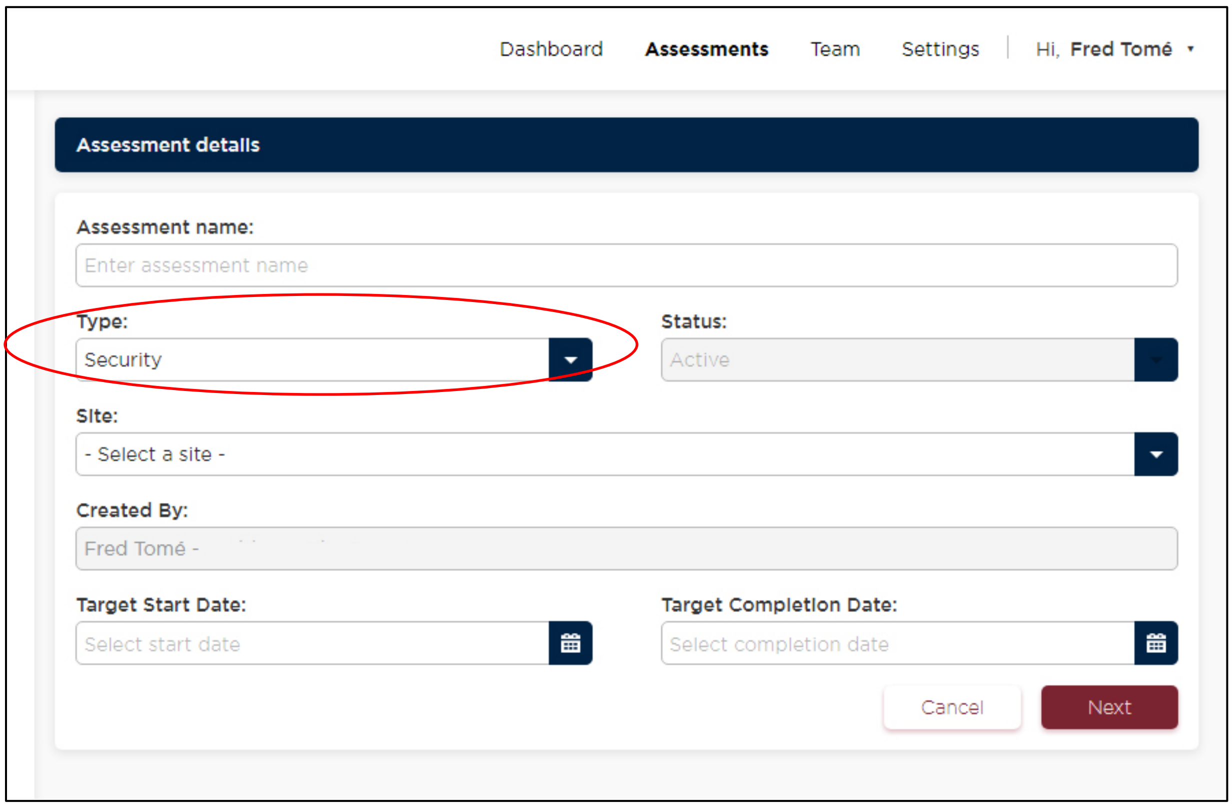
Clicking on the tab Assessments will list all previously created assessments. Click on last item of the list, "Add new Assessment", to start creating your assessment.



Assessment Details

This is where you begin to input the details of the assessment.

a) Assessment name: Enter the name of the Assessment
b) Type: From the drop down menu select "Security"
c) Site: If you have more than one site, then use the drop down to select the site for this assessment.
d) Target Start Date: Click in the field or the icon to the right and select a date using the calendar.
e) Target Completion Date: Click in the field or icon to the right and select a date using the calendar
f) Click "Next" to continue

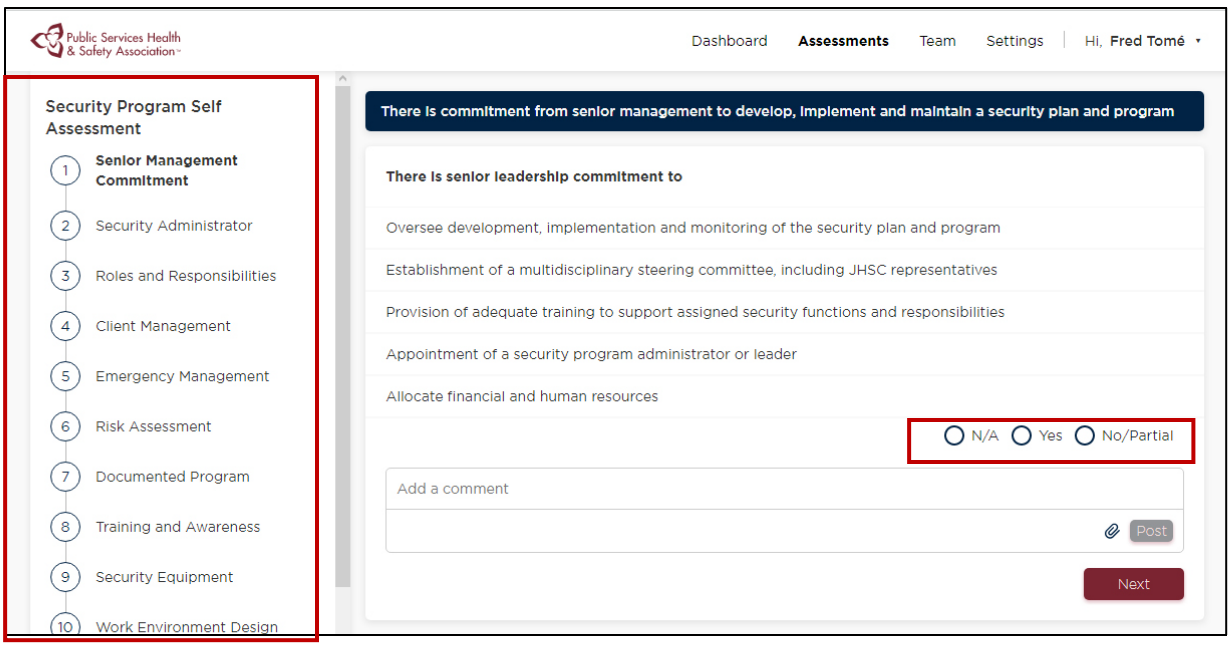


Completing the Security Assessment

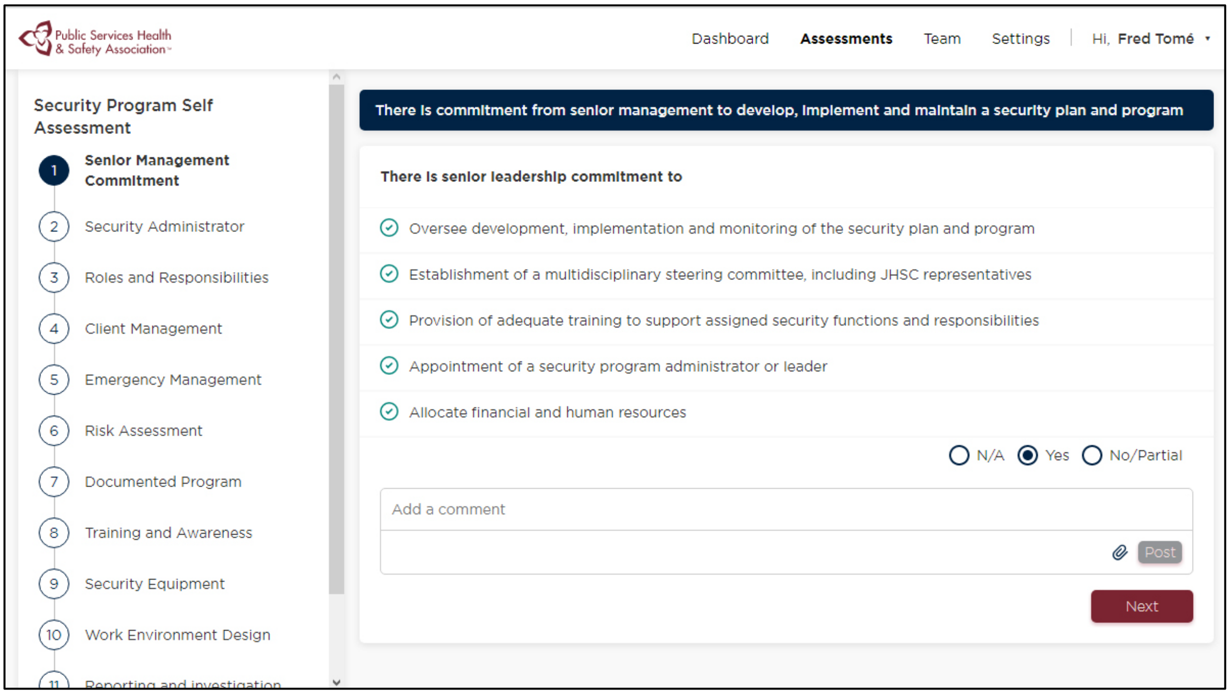
After finishing the creation of the assessment, the system will automatically redirect you to start it.

Note: at any time, you are allowed to stop your progress and continue later. To do so, go to the Assessments page by clicking the "Assessments" tab at the top navigation and select your assessment from the list.

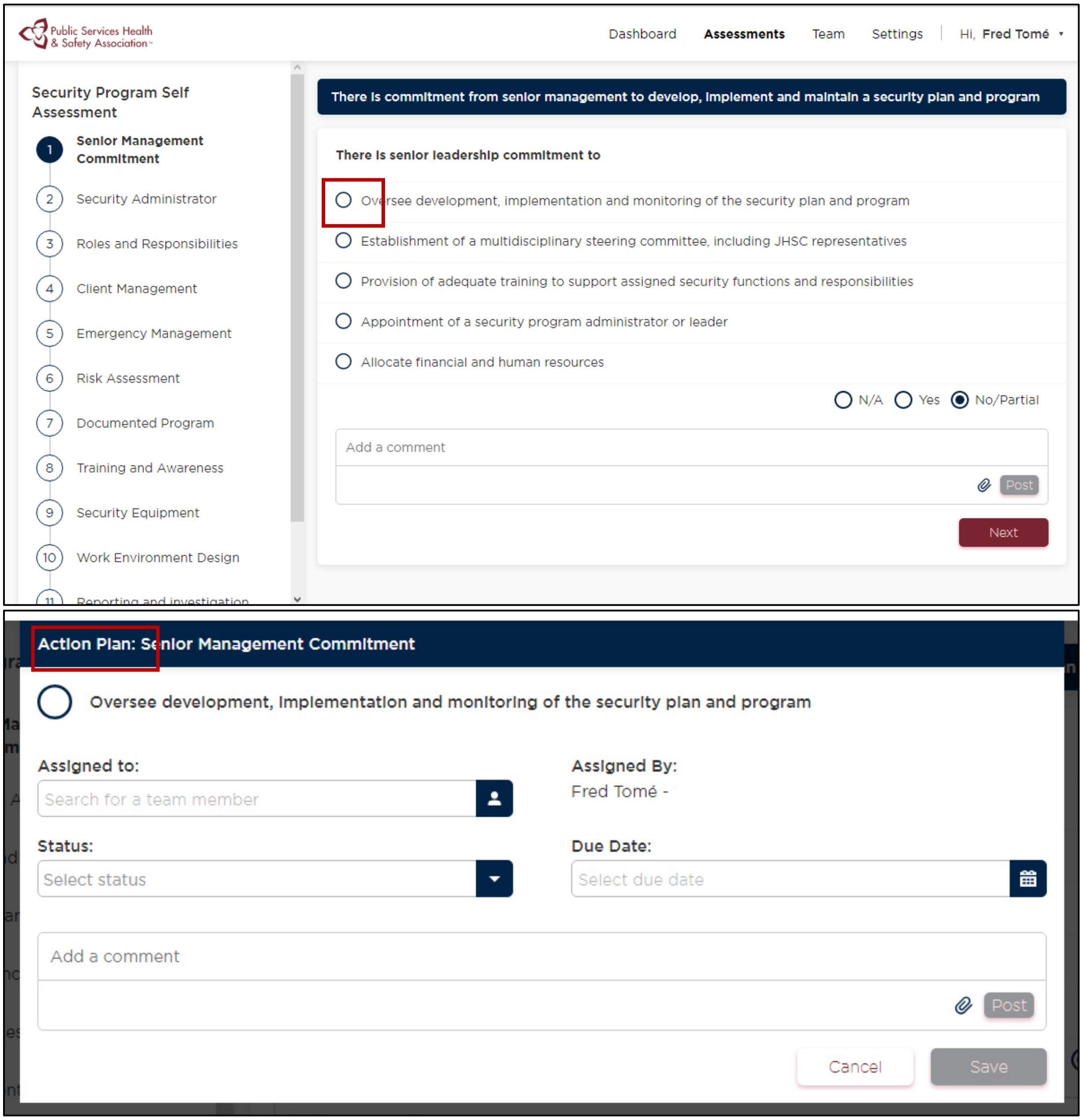
a. The left side of the screen displays all 12 areas of the assessment, allowing for quick navigation and glance of your progress. You can navigate to an area by clicking on it. Areas that had any progress done display their circles filled.
b. Each area contains a list of statements which can be defined as "N/A" (Not applicable), "Yes" or "No/Partial".



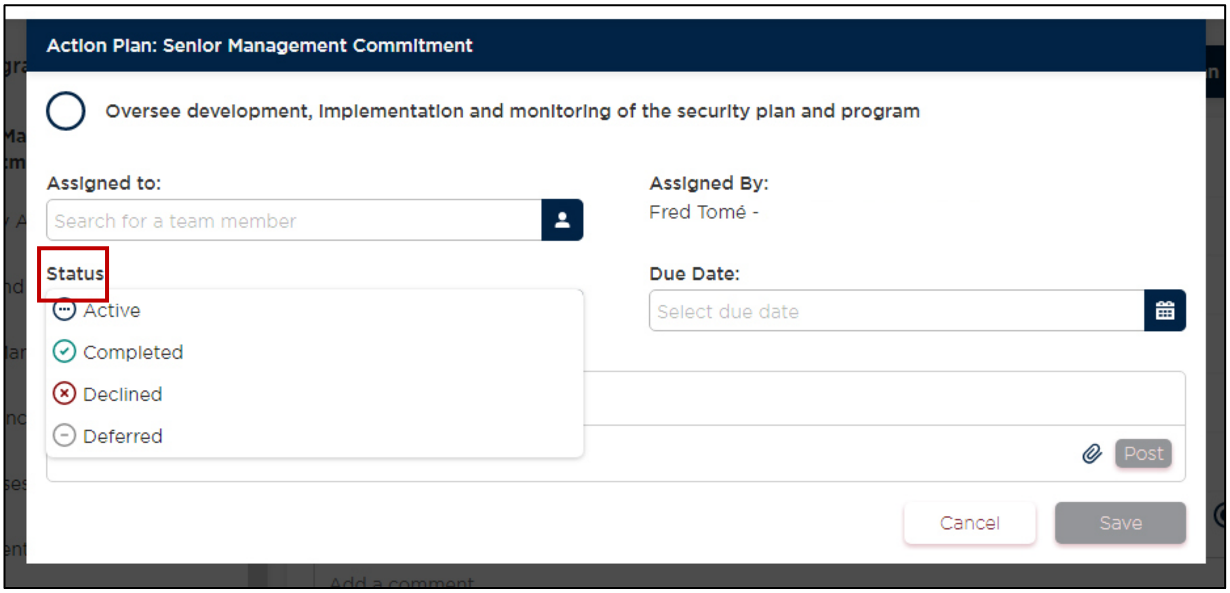
c. Clicking “Yes” will mark all statements of the area as “Task Completed”, with no further input required.



d. Clicking “No/Partial” will display radial buttons next to each statement. Clicking on a statement opens its Action Plan, allowing to select its status as well as to assign the task to a team member.

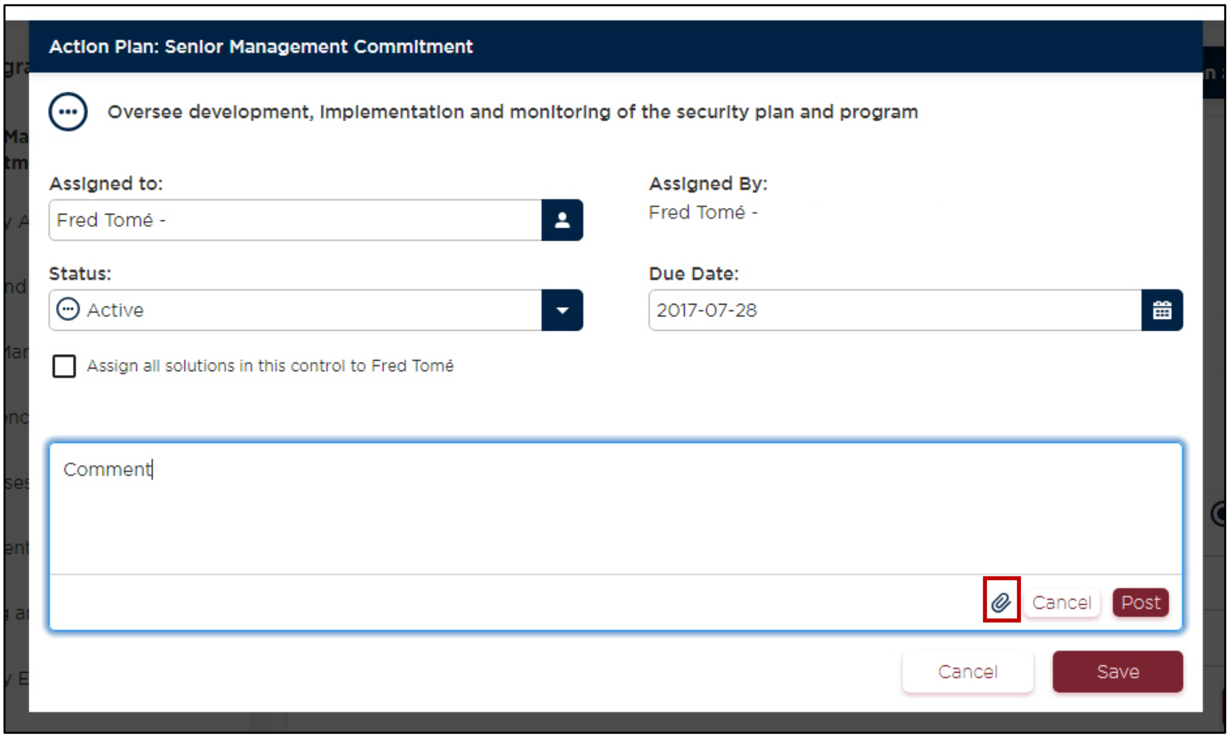


e. Select one status from the dropdown list "Status": Active, Completed, Declined or Deferred.



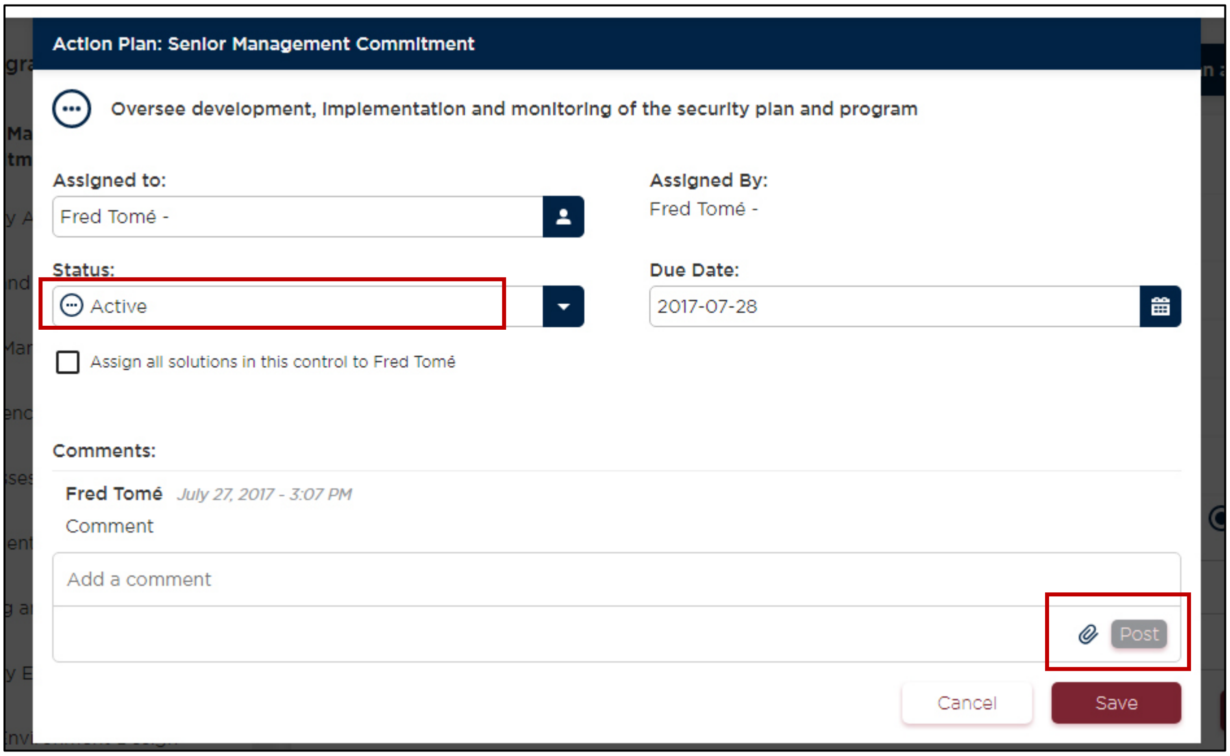
f. If applicable, select the Team Member responsible for the task and its due date.

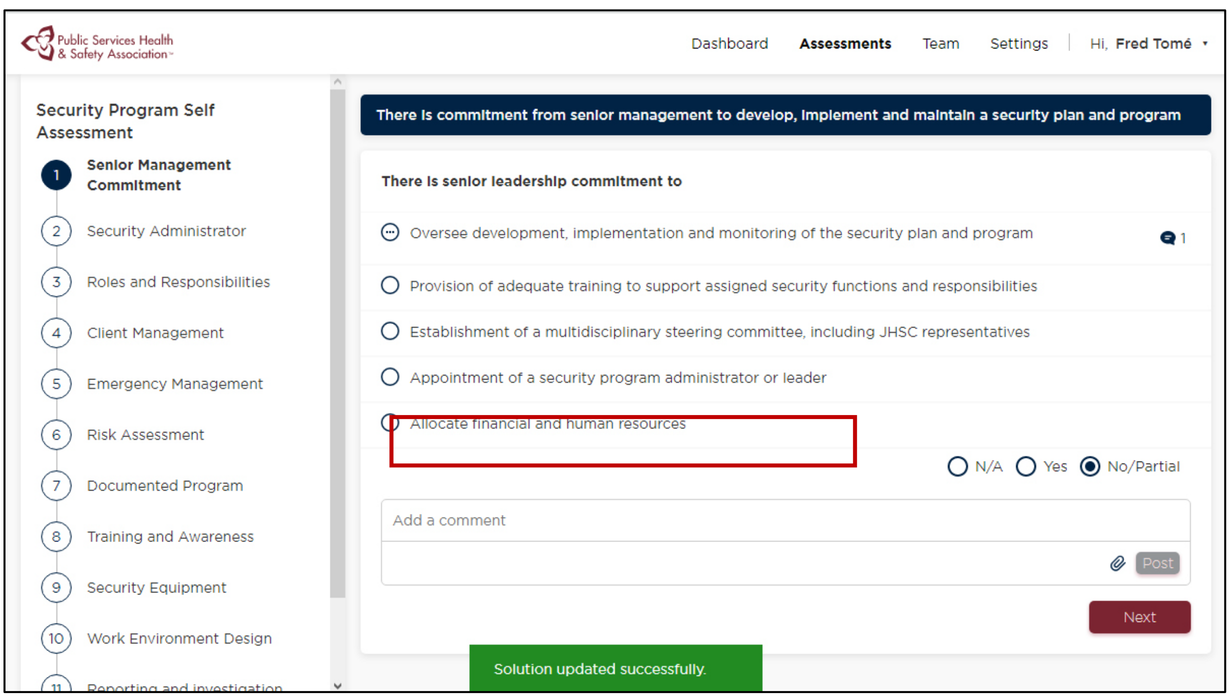
g. You can add comments by clicking on the comment box, writing down your comments and clicking the “Post” button. You can also click on the small Clip icon in order to attach a file to your comment.



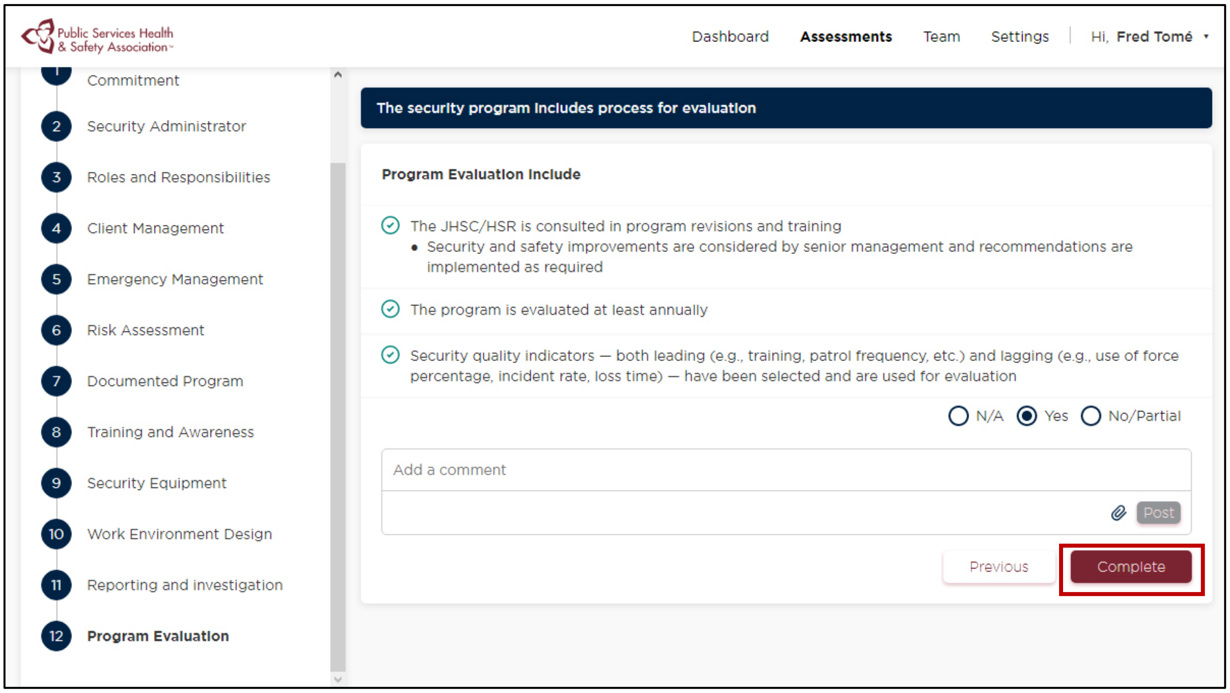
h. You can also mark the checkbox “Assign all solutions in this control to …” in order to assign the selected team member as responsible for all action plans in this Area.

i. Click the Save button to update the current statement. The radial button will be changed with an icon to represent its status.





j. Before continuing, you can also add a comment regarding this area by writing it at the “Add a comment” box, followed by clicking on the “Post” button.
k. Click “Next” to continue to the next Area.
l. Repeat these steps on all 12 areas. On the last page, click “Complete” to finish your assessment.



Department Manager

Role of Department Manager

As a department manager, you will have received an email informing you that your account owner or site administrator has assigned you an assessment. Your role will be to complete the assessment by marking the risk rating for each hazard listed for the department(s) assigned to you. You will also be able to assign action plans to individuals.

Signing in

Ensure you click on the activation link sent to you by the account owner of your organization. It will open the "Set a new password" page.

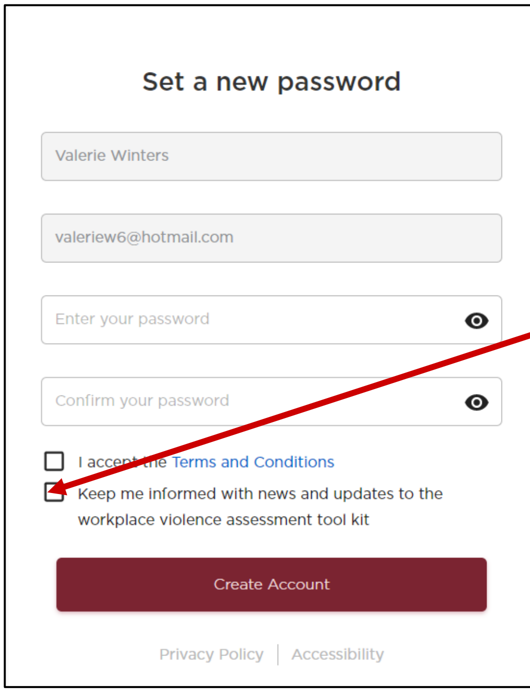
Note: If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhanced functionality.

a. Enter a password

Note: The password must be eight characters long

b. Confirm your password by re-entering it
c. Click on the "I accept the Terms and Conditions" button

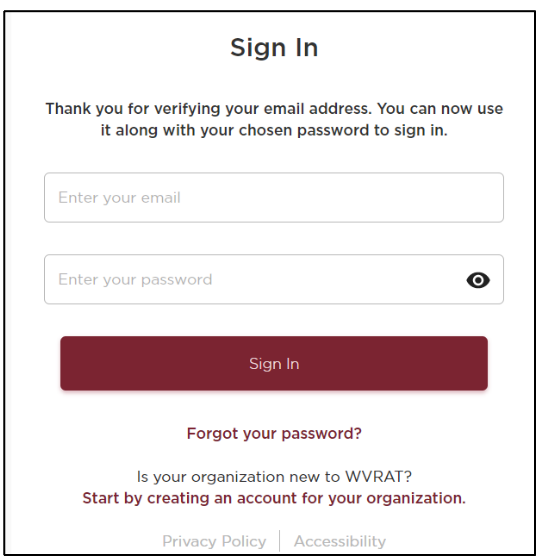
d. Click “Create Account”



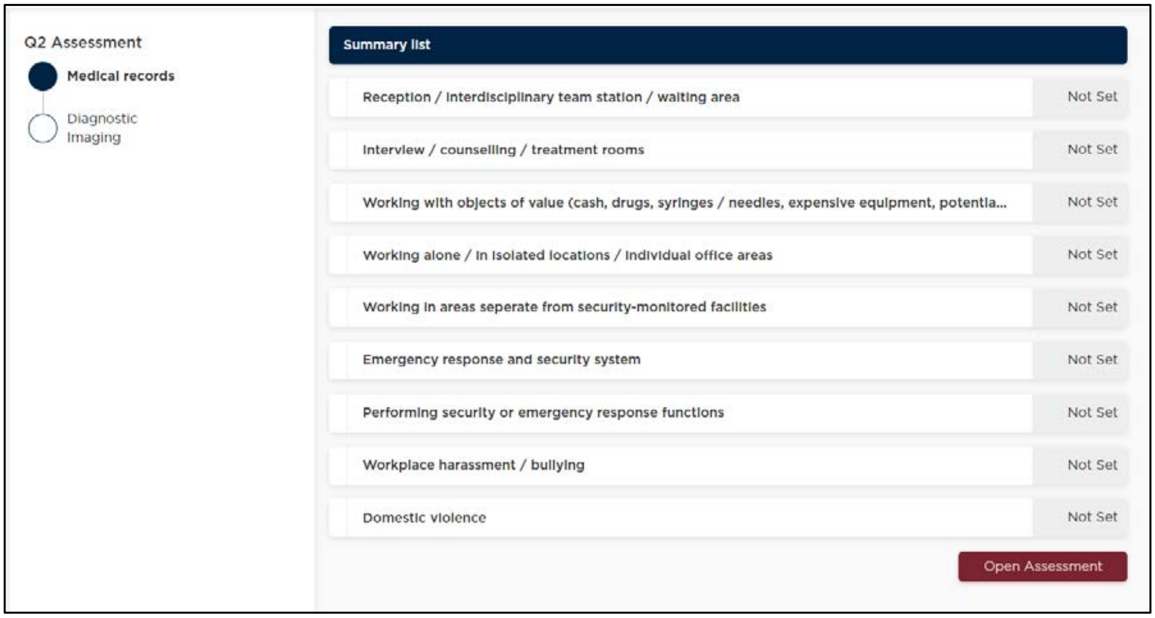
Click on this box if you would like to be kept informed with news and updates on the Workplace Violence Risk Assessment Tool kit.

Once you click on Create Account, the “Sign In” screen will appear.

a. Enter your email address. It is case sensitive and should be keyed in as it appeared in the “Set a new Password” screen
b. Enter your password
c. Click “Sign In”



Once signed in you will be brought to the Assessment Summary List. It details the departments and associated hazards assigned to you.



The Left hand side displays the name of the Assessment (for eg. Q2 Assessment) and a list of the Departments assigned to you that are part of the assessment.

The department with the filled in circle indicates the department you are currently viewing. To view another departments simply click on the Department name.

The items listed in the middle are the areas within that department and the status of each can be seen on the right.

Status you may see:

Not set: the risk rating has not been set

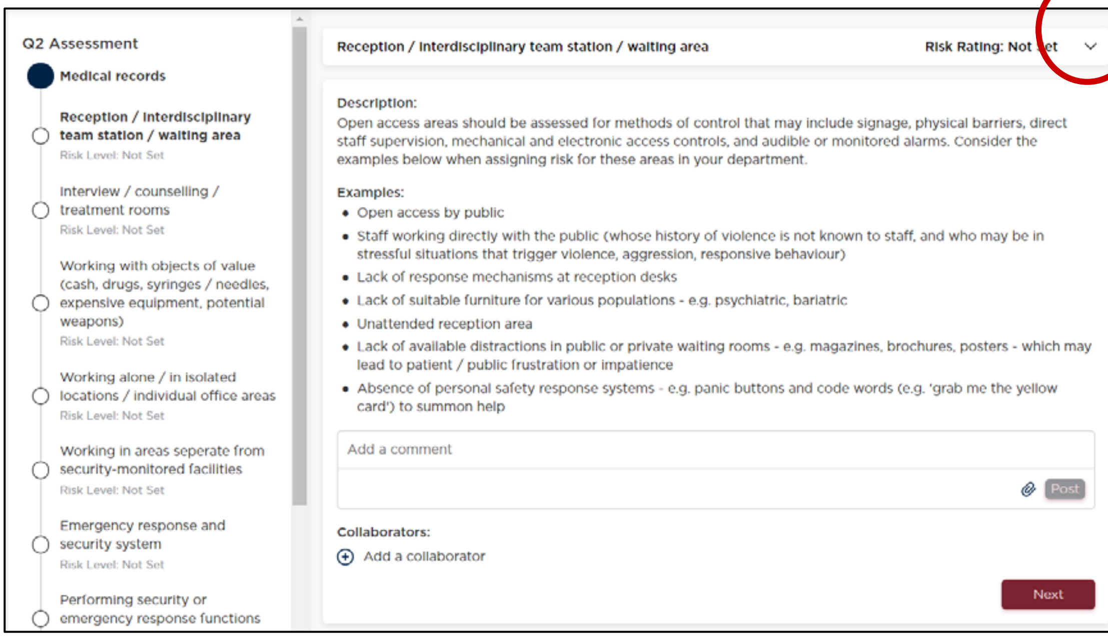
Risk Rating: the risk has been rated, but an action plan has not been created

Action Plan: Action plan has been created for the hazard

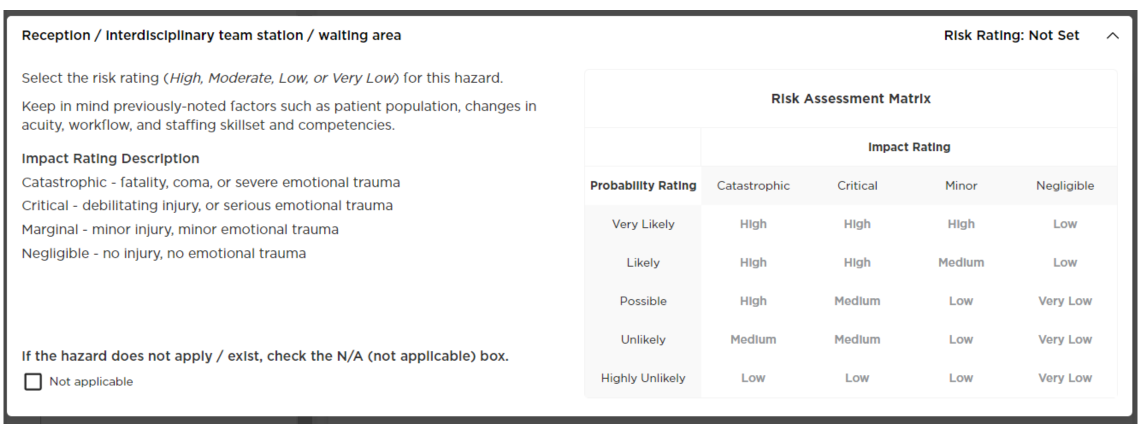
To begin your part of the assessment

From the Summary List screen:

a. Click “Open Assessment”. It will open the items under each Department.
b. Review the description and examples for each hazard
c. Use the down arrow to set the risk rating.



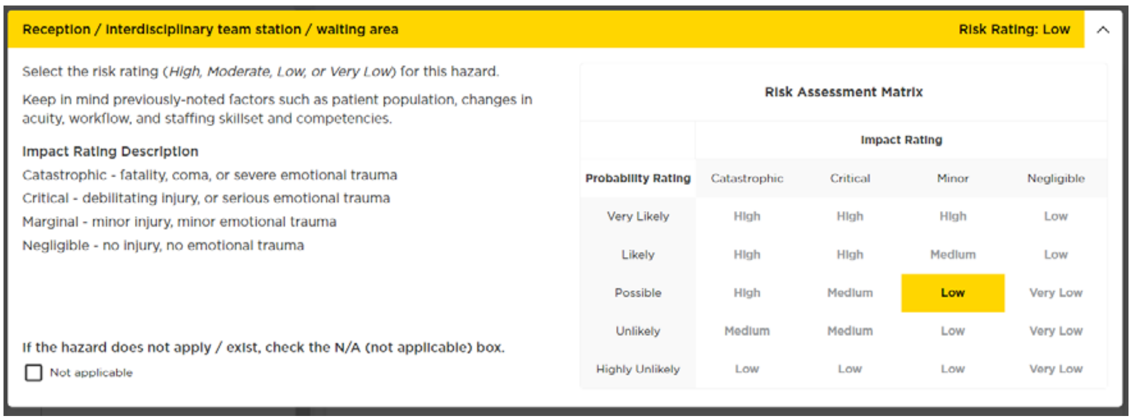
d. The following chart will appear:



e. Discuss the hazard with your team. The impact and probability must be determined to choose the risk rating. As you move your mouse over a rating a coloured rectangle will appear around the word. To select the rating, click on the word.

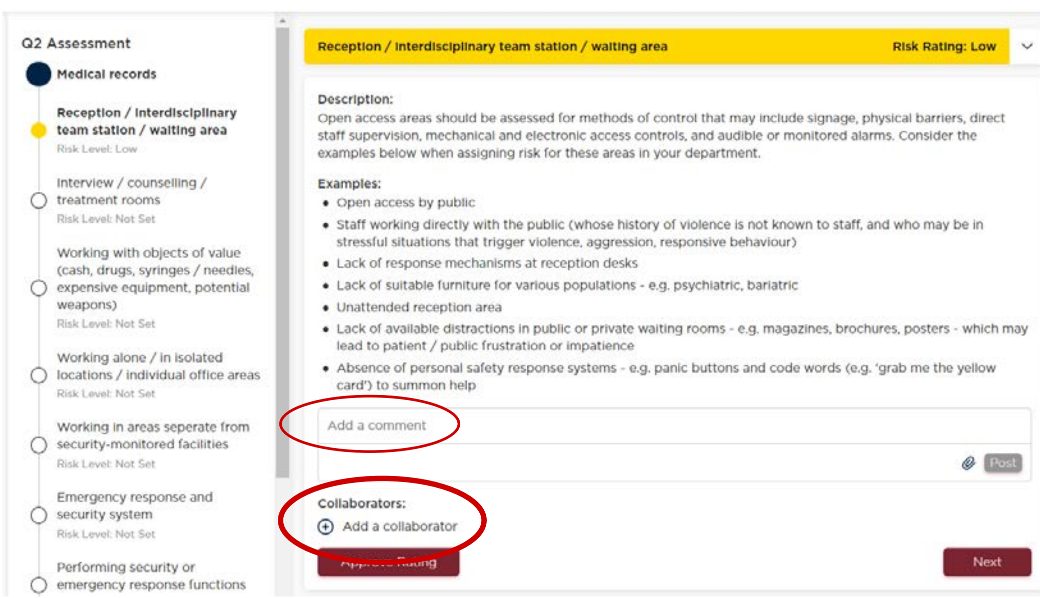
Red = High
Orange = Medium
Yellow = Low
Light (bright) Yellow = Very Low

Note: once the rating is selected the top bar will have a colour that reflects the risk rating.



f. Click on the down arrow to close the pop-up screen.

The rating will then appear on the assessment



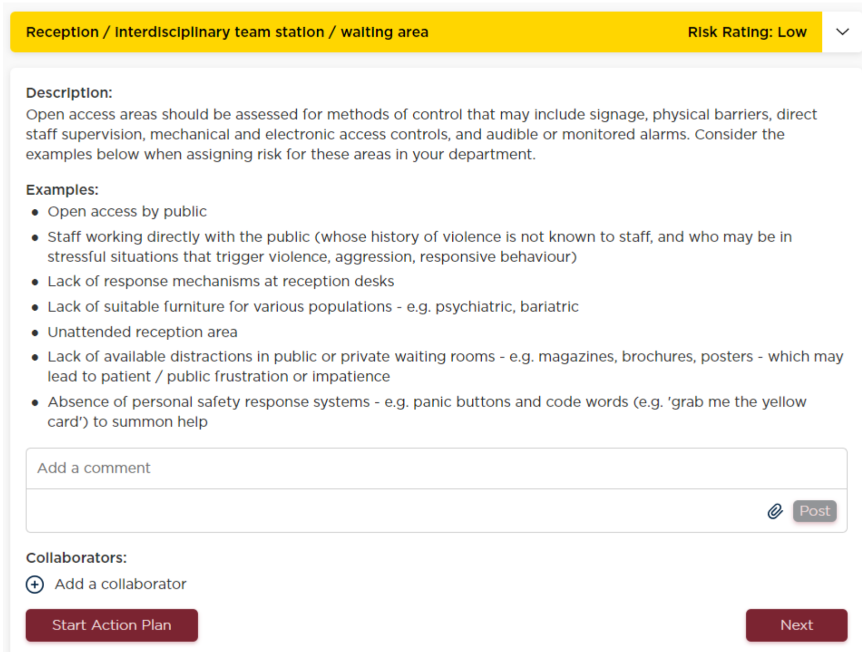
g. Before continuing to the next hazard you can add a comment or rationale about the choice of risk rating
h. You can also identify a collaborator (team member who assisted with the risk rating)
i. You can approve the rating by clicking on "Approve Rating" which will then appear on the Dashboard when viewed or you can approve them all later

Note: Once the risk rating is "approved" it can only be changed by the administrator or account owner.

j. Click "Next" to continue to the next hazard or start the action plan for this hazard

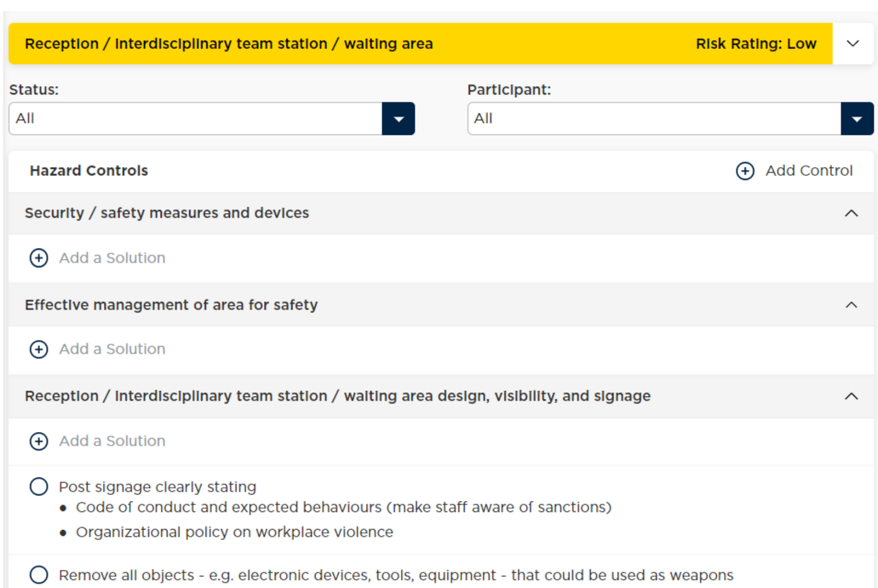
Action Plan

Once the rating is approved a "Start Action Plan" button appears



To create an Action Plan you can

a. Select ones listed using the open button next to it, OR
b. Click "+ Add a solution" to type in a solution and then click "Add"



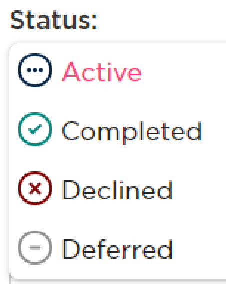
Note: **The number of action items corresponds to the risk rating selected**

Assigning an Action Plan

Once a solution is added/selected you will be able to assign a team member to action it.

g. Click on the solution
h. Assigned to: Click in the field and select a team member or invite a new team member
i. Status: Set the status

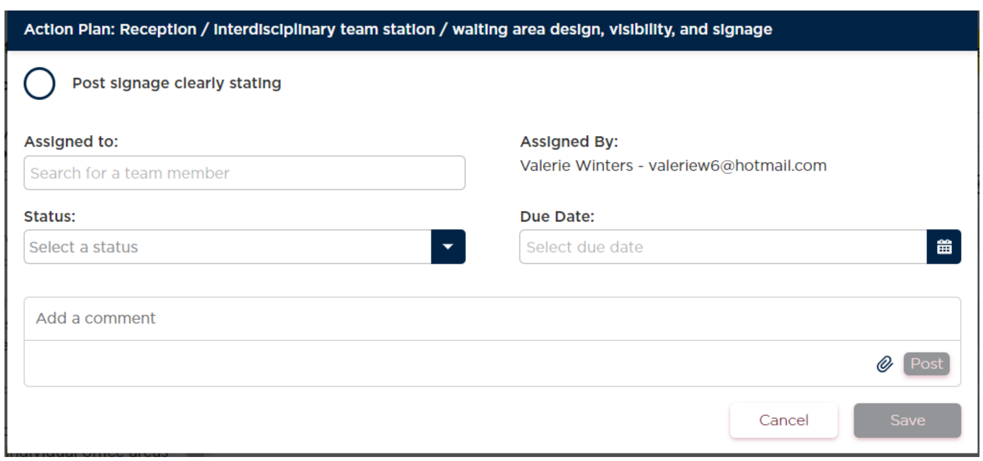
These are the status options and icons that are available. When assigning it you would select "Active".



j. Due Date: Use the calendar to select the due date
k. You can add a comment for the team member, providing more information

Note: the comment will appear in the invite the member receives informing him/her they have been assigned a task

l. Click "Save": this will send an email to the team member assigned letting them the solution they have been assigned to



Completing the Action Plan

If you have assigned yourself a solution or have been assigned one by your administror this is how you complete the action plan:

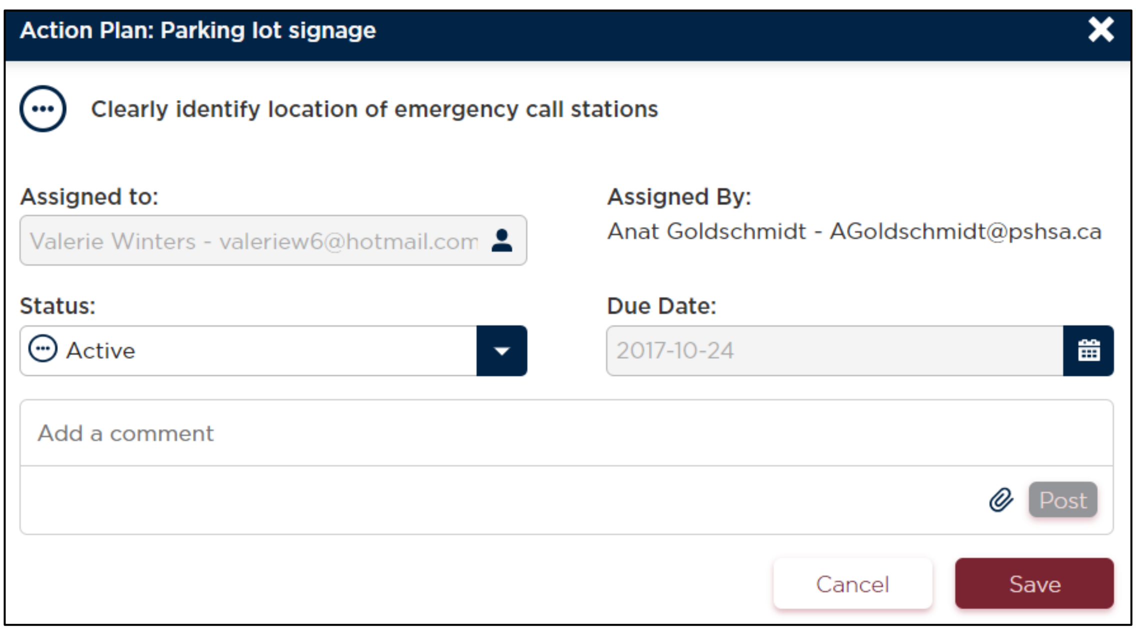
Click on the individual soluton.

a. Add your comments and also click on the paperclip icon to attach files, pictures or other supporting documents related to your solution.
b. Click "Post" to add the comment/file
c. Once completed: change the status to "Completed" by clicking on the drop down arrow to the right of Active and select "Completed". The icon will change from to

Note: once the status changes to "Completed" an email notification will be sent to the Department Manager that assigned it.

d. Due date: Click on the calendar icon to select the date it was completed. The completed date can be set to a past date.
e. Click "Save"

Repeat for each solution assigned to you.

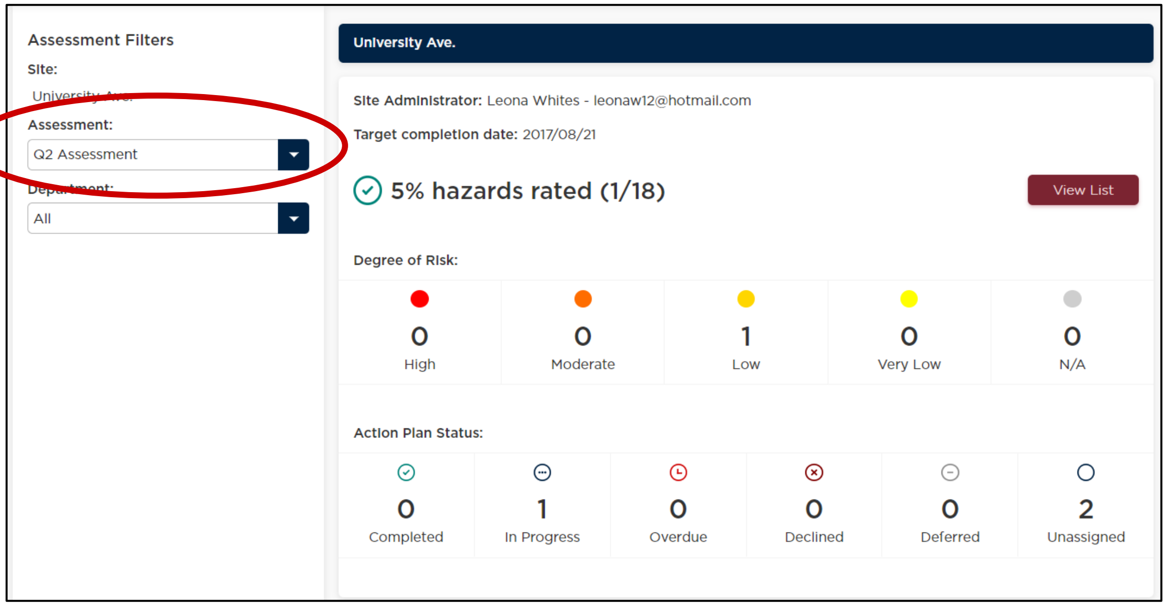


Viewing Assessments

Dashboard from the top navigation bar will show you the status of the departments you have been assigned.

The Dashboard identifies the Assessment that has been assigned to you and an overview of the hazard ratings and the status of action plans.

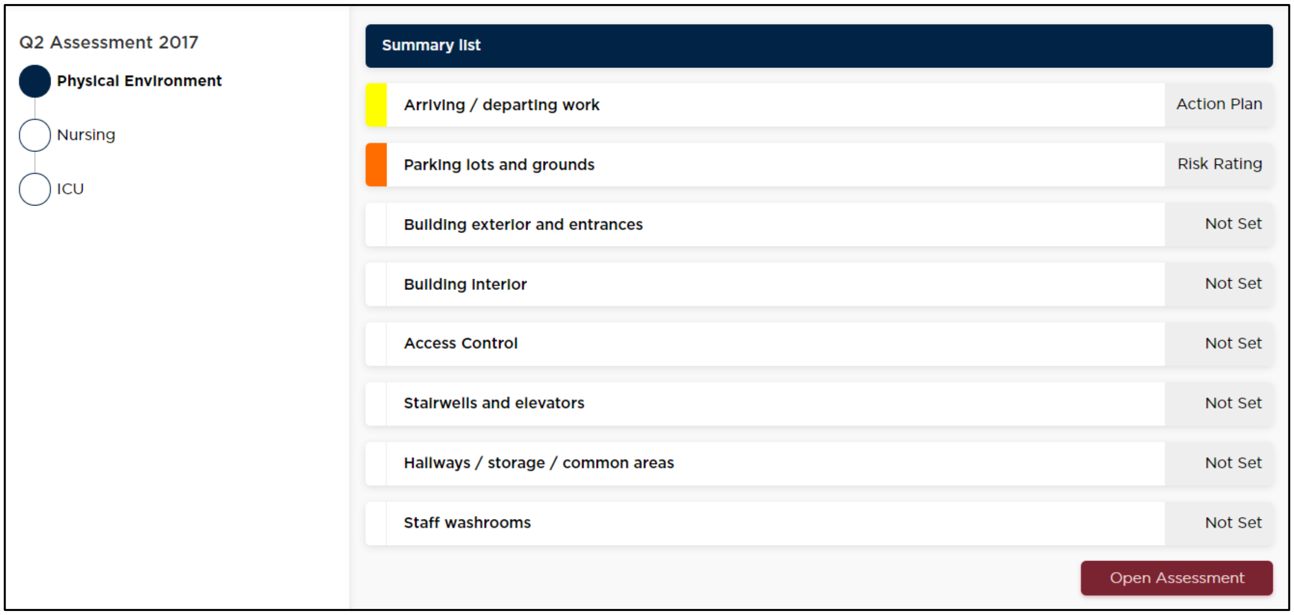
If you have been assigned more than one assessment or department, you can filter by assessment or department using the drop down arrow next to each on the left side.



To view the status of the solutions for each of the hazards.

b. From the Dashboard click on "View List" this will open the Summary list

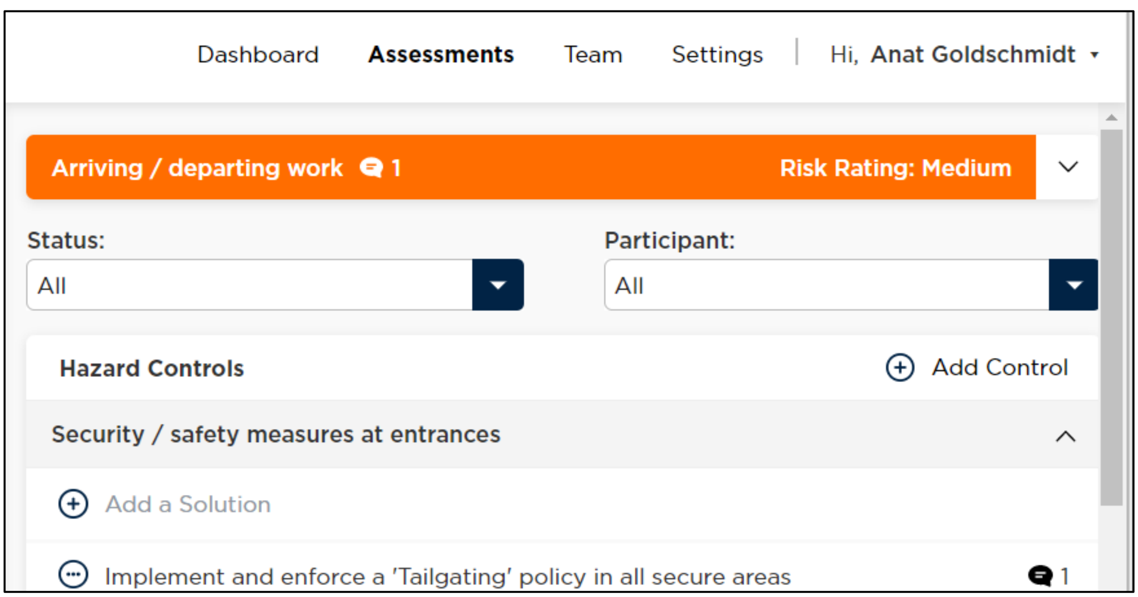
At a glance you can see the risk level rating for each hazard within a department (one with filled in circle) and the state of each (Action Plan, risk rating or not set).



Hazards can be filtered by Status or Participant.

Use status to view all active or completed solutions

Use filter by participant to view what he/she has been assigned and the status of their solutions.



Participant

Role of the Participant

As a participant you will have received an email informing you that your department manager has assigned you a task(s) for a solution(s). Your role is to complete the task(s) assigned to you.

Signing in

Ensure you click on the activation link sent to you by the department manager. It will open the "Set a new password" page.

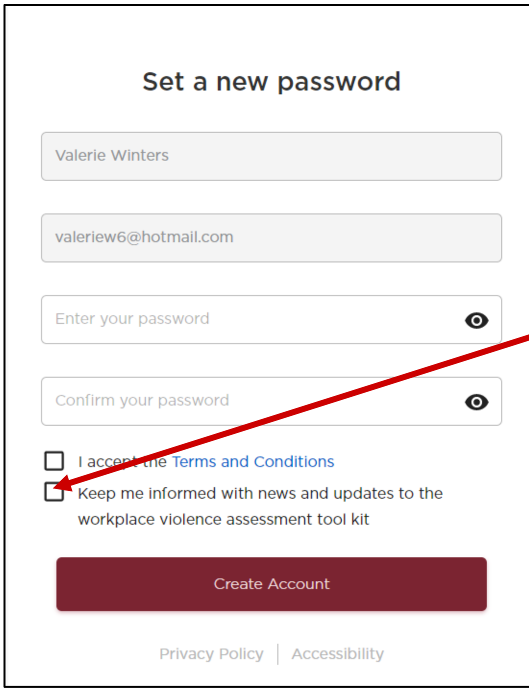
Note: If Internet Explorer is your default browser, copy the link and open Google Chrome, Firefox or another browser. Paste the link into one of these browsers for enhance functionality.

a. Enter a password

Note: The password must be eight characters long

b. Confirm your password by re-entering it
c. Click on the "I accept the Terms and Conditions" button

d. Click “Create Account”



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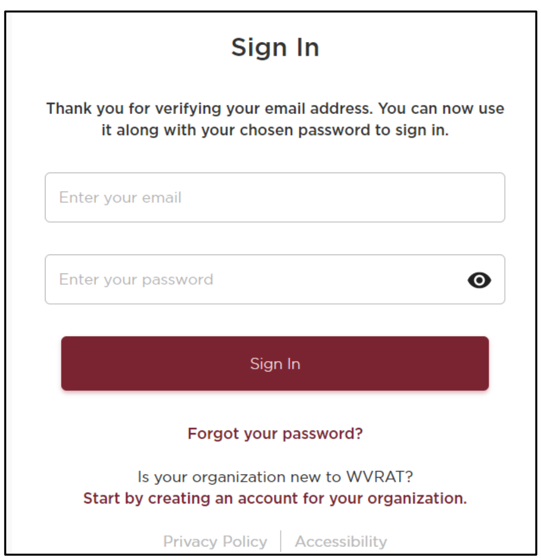
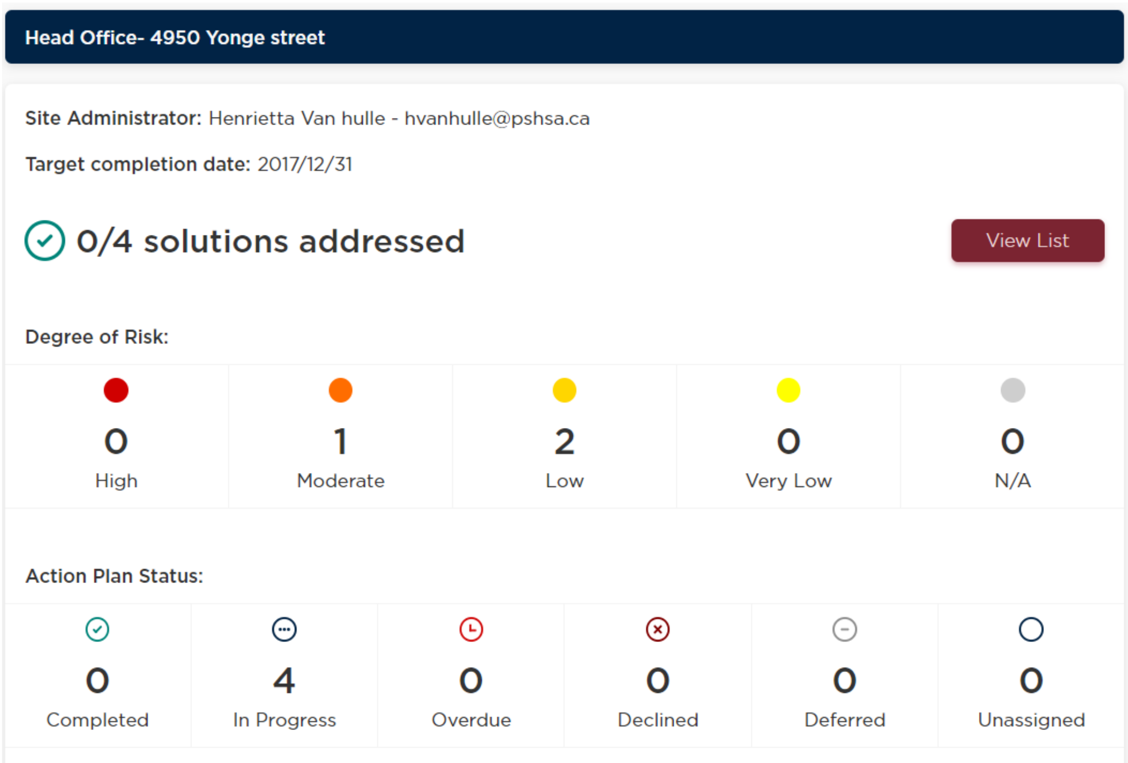
Once you click on Create Account, the “Sign In” screen will appear.

c. Enter your email address. It is case sensitive and should be keyed in as it appeared in the “Set a new Password” screen
d. Enter your password
e. Click “Sign In”



Solutions Assigned

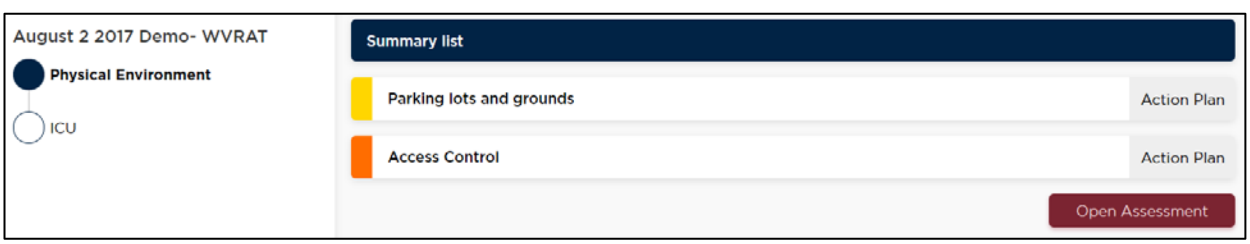
Once signed in you will see the Dashboard that shows the number of solutions assigned to you, their degree of risk and the status of the action plan.



To see the solution(s) you have been assigned

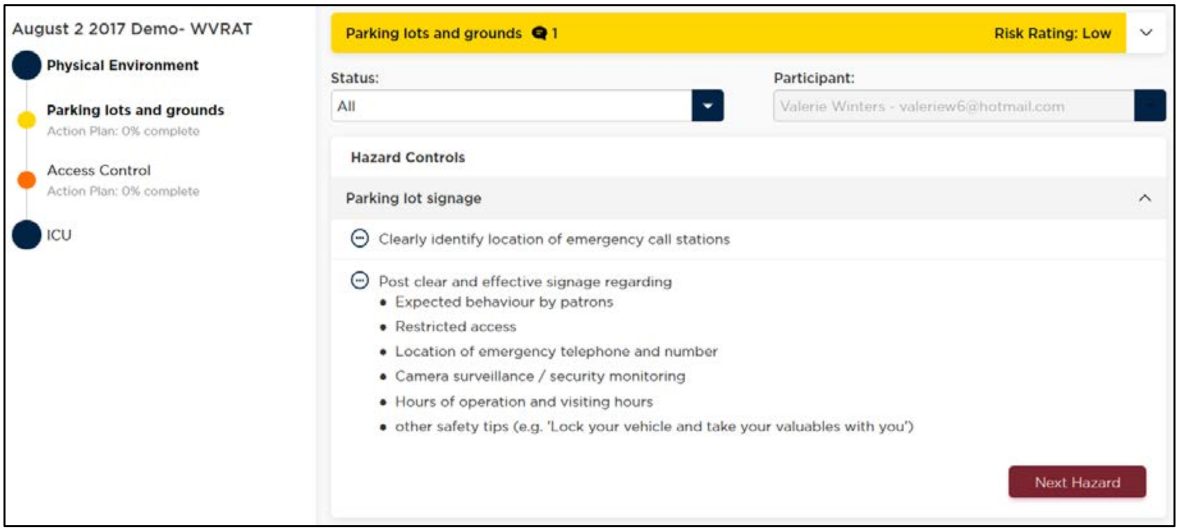
a. Click on "View List" from the Dashboard.
   A summary list of the solutions assigned to you will appear.

   The name of the assessment and the departments the solutions are part of will appear in the menu on the left. The department with the filled in circle indicates the department you are currently viewing. To view one of the other departments simply click on the Department name.



To view the details

a. click on “Open Assessment” which will open the following screen:



The colour at the top (and left menu) indicates the risk rating that has been assigned to the hazard.

Red = High
Orange = Medium
Yellow = Low
Light (bright) Yellow = Very Low

If you see the comment icon at the top, click on it. The risk rating screen will open and the comments will appear at the bottom.

Completing the Action Plan

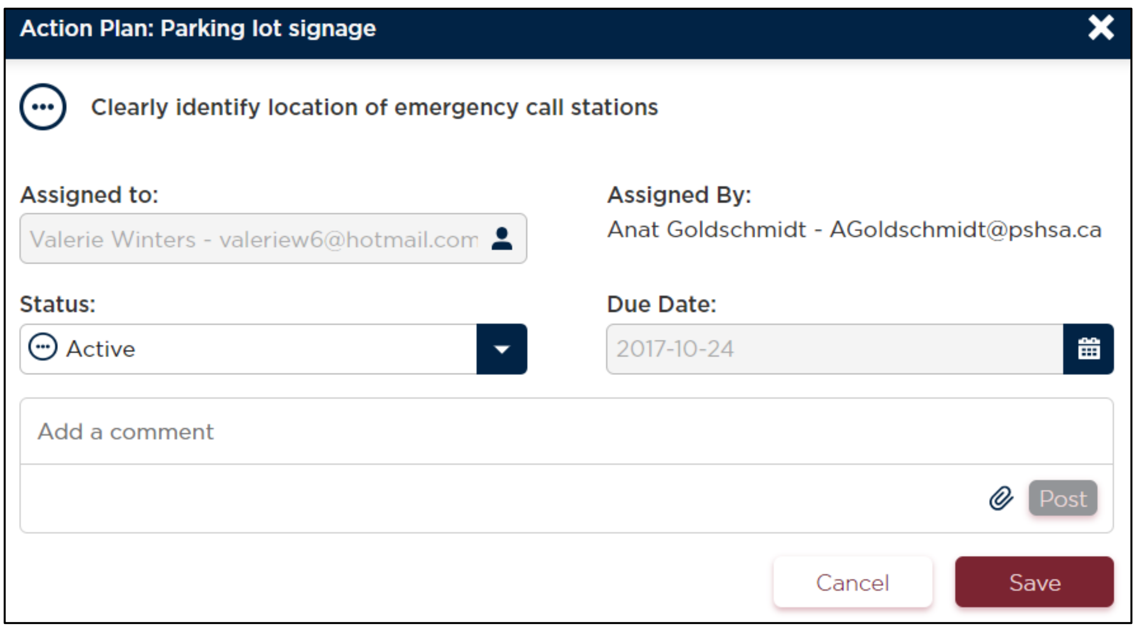
Click on the individual soluton.

f. Add your comments and also click on the paperclip icon to attach files, pictures or other supporting documents related to your solution.
g. Click "Post" to add the comment/file
h. Once completed: change the status to "Completed" by clicking on the drop down arrow to the right of Active and select "Completed". The icon will change from to

Note: once the status changes to "Completed" an email notification will be sent to the Department Manager that assigned it.

i. Due date: Click on the calendar icon to select the date it was completed. The completed date can be set to a past date.
j. Click "Save"

Repeat for each solution assigned to you.



Public Services Health & Safety Association™

Your Health. Your Safety. Our Commitment.

Workplace Violence Risk Assessment Tool

User Guide for Acute Care and Long Term Care

SASKATCHEWAN ASSOCIATION FOR SAFE WORKPLACES IN HEALTH

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Product Code: SAS-VPRTLAEN0817