

Domestic Violence:
A Case Study for Hardwiring Communication and Safety


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Learning objectives

- ❖ Review a case study on domestic violence
- ❖ Recognize the need of support from team members and the community
- ❖ Discuss the development of a safety and security plan
- ❖ Identify avenues to enhance education regarding domestic violence
- ❖ Describe ways to utilize an electronic health record (EHR) to alert staff to a potential safety and security issue

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Our Corporation

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Novant Health

Mission

Novant Health exists to improve the health of our communities, one person at a time.

Vision

We, the employees of Novant Health and our physician partners, will deliver the most remarkable patient experience, in every dimension, every time.

Values

Compassion

Personal Excellence

Courage

Diversity and Inclusion

Teamwork

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Novant Health

H Hospitals

H New hospitals under construction

■ Physician practices

■ MQ imaging centers

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Greater Winston-Salem Market

H Hospitals

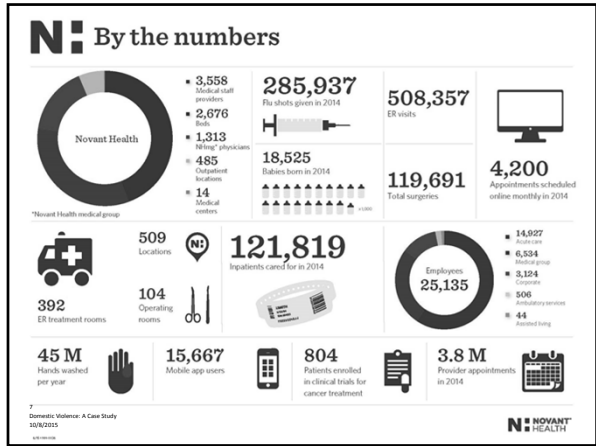
■ Physician practices

■ Outpatient centers

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Our Hospital's Tragedy

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Our Hospital's Tragedy

In July 2013, Novant Health Forsyth Medical Center experienced the unthinkable. Our patient, who had been with us off and on for several weeks, was shot dead in her hospital room by her boyfriend who then shot and killed himself.

Man and woman dead after shooting at Forsyth Medical Center

News Service, July 19, 2013 10:40 am (updated 11:00 am July 19, 2013)
Greensboro (WFSB) (WFSB.com) (WFSB.com)
Police said a man and a woman were found dead at Forsyth Medical Center in an apparent murder-suicide Saturday night.

Two dead in shooting at Forsyth Medical Center

WFSB.com, July 19, 2013 10:40 am (updated 11:00 am July 19, 2013)
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Our Story

NEWS & RECORD
Greensboro, NC
Threat preceded apparent murder-suicide at Forsyth hospital
A woman who had threatened to kill and later killed herself, shot and killed her boyfriend in a murder-suicide at the Forsyth Medical Center, police said Saturday.

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Creating a Supportive Environment


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Creating a Supportive Environment

- Opened a command center
- Rounded on units by senior leaders
- Police presence and additional security
- Town forums held
- Employee assistance program counselors, chaplains and outside community agencies like Family Services were available for all team members
- Immediate education for ALL team members including volunteers
- Instituted short term and long term plans for increased safety for patients, visitors and team members

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Our Call to Action

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Our Call to Action

What we learned from this has made our patients, visitors and staff safer.

1. She denied any history of abuse on this admission.
2. He was with her, but docile and no one suspected their history.
3. After her death, when reviewing medical records, she had been a patient in our hospital 2 times within the last 12 months; once in the ED and once in surgical services. Both times positive for domestic violence.

Our call to action

- Do a more thorough screening.
- Increase our education around domestic violence.
- Create a safety and security plan for those at risk.
- Flag our EHR system for future visits so we are more knowledgeable about pertinent history.

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Our Call to Action

- In August 2013, the ED and Women's Services at NHFMC trialed a safety and security alert plan.
- In November 2013, the safety and security alert process was initiated across the Winston-Salem Market
- Work began to create a corporate version and go live was January 2015.
 - EHR build was completed
 - Corporate policy was completed
 - An interdisciplinary plan of care was created
 - Nursing leaders, security, case management across Novant Health created a system- wide response protocol

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Our Call to Action

What exactly is a Safety and Security Alert plan?

- Safety and security alert is designed to provide a **safe environment** for our patients when risks are identified on admission or throughout the stay.
- Safety and security alert is designed to give staff **access to prior relevant** safety and security information upon patient readmission.



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Our Call to Action

How does a patient screen positive for a safety and security alert?

1. Patients will be screened for abuse and abduction risk on admission and throughout the stay as needed.
2. If a security event happens during the admission, the safety and security alert can be activated.
3. If you see something, say something.

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Our Call to Action


What are the features of the safety and security alert?

The primary nurse, security, and nursing leadership will develop an individualized plan with the patient including:

- Case management consult will be placed in Dimensions (Epic).
- A safety and security alert order will be placed in Dimensions.
 - A banner alert
 - FYI alert
 - Plan of care/ education
- The medical record will be flagged for current and future visits.

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Enhance Education

Tips for screening

Source: Hamlin, D. T. (2014, January). Domestic violence. In Help End the violence: Become a domestic violence expert. Winston- Salem, NC

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Enhance Education

Created education for all team members

- [IPV - What is it?](#)

Kept staff informed

- [Safety and Security Alert Plan](#)

Created a Domestic Violence taskforce and held a 4 hour course for members

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**Enhance Education:
What each team member should know.**

Know the 3 P's and the 4 R's

- Policy
- Procedure
- Protocol

- Recognize
- Respond
- Refer
- Resources

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**Enhance Education:
Screening Tips**

- Always screen in private
- Explain exceptions to confidentiality
- Develop framing statements
- Create direct and indirect questions
- Establish an environment for disclosure
- Practice compassion and empathy
- Withhold criticism and judgment

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Enhance Education:
Immediate Safety

- Is it safe to go home?
- Is there somewhere you can go if unsafe?
- Is there someone you can call?
- Would you be interested in shelter?
- How can we assist you?
- Connect to local services for safety planning

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Enhance Education:
Resources in the Community

Community Resources

- Shelter
- Group support
- Counseling

National Hotlines

- The National Sexual Assault Hotline:
1 (800) 656-HOPE (4673)
- The National Domestic Violence Hotline:
1 (800) 799-SAFE (7233)

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Utilization of the EHR

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Utilizing the EHR

Admission screening:

Utilize the EHR to flag positives screenings

- Domestic Violence Screening
- Infant/Child Abduction Risk Screening
- Child Abuse Screenings

Readmission

- If Safety and Security Alert flag is present from previous admission, nurse will further investigate the patient's past medical and/or social history using the date beside the security alert
- Reassess screenings as above (required on each admission)

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Utilizing the EHR

Domestic Abuse Assessment
Do you feel safe in your living environment? ☐ Yes ☒ No

Best Practice Advisories

Patient Safety (1 Advisory)
For screening: Patient meets criteria for Safety and Security Alert. Click Accept to place order for Safety and Security Alert.
Acknowledge reason: Patient not a safety and security alert...
☒ Place order: Safety and Security Alert

Other (1 Advisory)
Responses to nursing admission assessment questions suggest this patient requires a Case Management consult. Click Accept to place order, or acknowledge reason for not ordering.
Acknowledge reason: See Comments Consult not ordered
☒ Place order: Inpatient consult to Case Management

Refresh Last refreshed on 7/20/2015 at 11:57 AM ☒ Accept

031 Restore ☒ Close F9 Previous F7 Next F8

BPAs (Best Practice Advisories) remind staff to input the orders and create a plan of care

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Utilizing the EHR

Overview | Overview | Active Orders | Plansheet | Pregnancy | Labor | Delivery | Report | Overview

Surgical/Procedural Cases on this Admission

Case No.	Date	Procedure	Surgeon	Location	Status
					Comp

Anesthesia Events

Date	Time	Event
6/20/2015	0108	Anesthesia Stop

Safety and Security Alert

SCIP Quality Measures

Medical Problems

Hospital Problems List: Never Reviewed

History of cesarean section	Priority	Noted	POA
7/10/2015	Not	Applicable	
Postpartum care following cesarean delivery	7/20/2015	Not	Applicable
Anemia in pregnancy	7/20/2015	No	

Treatment Team Sticky Notes

Communication to Provider

Banner bar is present on patient overview

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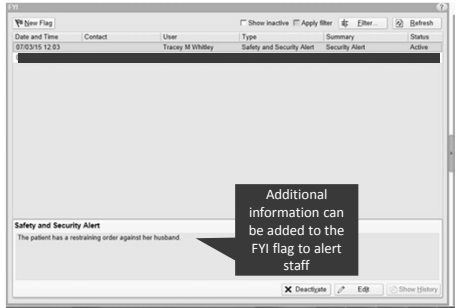
In the patient header of current and readmitted patients, there is a "FYI" flag to notify the team members that this patient has a safety and security alert.



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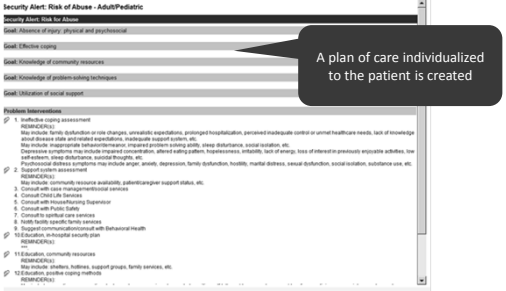
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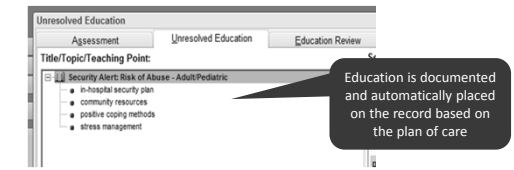
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Questions



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