

Case for Support: De-Escalation Training for Clinical Staff

For more information, please contact:

Bettina Daly, (201) 291-6193

Bdaly2@valleyhealth.com

Violence De-Escalation Training for Clinical Staff

Background

The Valley Hospital Foundation respectfully requests funding to support the training of frontline employees at The Valley Hospital in de-escalation techniques to prevent workplace violence events and resulting injuries.

According to the Occupational Safety and Health Administration (OSHA), workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. Healthcare workers are five times more likely than other professionals to experience nonfatal violence by patients/family members, which may result in long-term emotional, psychological and physical harm. Healthcare workers who have experienced workplace violence have reported anxiety, depression, stress, fear and burnout which compromises the care they provide to patients.

In September 2011, New Jersey enacted the NJ Violence Prevention in Healthcare Facilities Act, which requires facilities – including acute care hospitals – to develop workplace violence prevention programs which include violence prevention training. At The Valley Hospital, all employees are assigned a self-directed online learning module regarding workplace violence prevention at the beginning of every year, which is completed within the first quarter. This module provides basic training in workplace violence behaviors, identifying potentially violent behaviors early and teaching how to respond if one should encounter this situation.

Request

Frontline staff, especially nurses and patient care associates (PCAs) who provide direct care to patients require hands-on training in maneuvers and nonviolent de-escalation training as well as verbal de-escalation to practice reactions to scenarios that may occur spontaneously in the workplace.

Valley has partnered with the Crisis Prevention Institute (CPI) to provide this hands-on training. This training is costly to the organization as it requires hospital staff to go to four days of CPI instructor training to become trainers for the staff, maintain competency in these skills by attending a refresher course every two years, and pay an annual certification fee. Additionally, each employee who attends the training by the instructors receives a workbook and a “seat” in the course which Valley pays CPI for, and employees are paid for their training time in the CPI class. We are seeking funds to pay for the cost of seats and workbooks for The Valley Hospital

Case for Support: De-Escalation Training for Clinical Staff

nurses and PCAs working in direct patient care in the Emergency Department, all inpatient Medical/Surgical Units, Heart and Vascular Institute Units, Critical Care Units and Family Care to attend the CPI training at Valley over 2025.

To purchase seats and workbooks (\$44.49 each) for 1200 nurses and PCAs would cost \$53,388. (Please note: This request excludes any payroll expenses for training time for employees. All payroll expenses for training are to be paid by Valley.)

Despite the CPI training, which has been provided to nurses since 2021, we continue to see considerable amounts of frontline staff being subjected to workplace violence events and experiencing subsequent injuries. In 2023 there were 71 events and in 2024 year to date (January to August), there have already been 77 events, a 7.8% increase, with the majority being experienced by nurses and PCAs. Without the training, staff are unable to de-escalate the situation effectively and avoid the violence event.

To also assist in identifying potentially violent patients in the hospital, a team is reviewing a nursing evidence-based practice tool called *Broset* to be implemented across the organization, including in the Emergency Department. Nurses will screen patients using the Broset Tool, a valid and reliable tool, for behaviors that rate the patient as being potentially violent within the next 24 hours. We would like to implement the tool in 2025 across the organization and identify interventions to implement with high-risk patients to prevent violence. We are seeking funds to purchase use of this tool for the first year at \$4,199.12.

Summary of Funding Request

Intervention	Cost
Training and Workbooks for 1200 employees: <ul style="list-style-type: none"> • 900 Nurses • 300 Patient Care Associates 	\$53,388.00
Predictive Assessment Tool (Broset)	\$4,199.12
Requested Funding Total	\$57,587.12

Funding to support these interventions towards workplace violence would help nurses and PCAs receive the much-needed training and reduce workplace violence events across the organization.