Workplace Violence Program

_S. Luke’s Health System_

Presented to: The Joint Commission Advisory Forum
March 31, 2022
Introductions
St. Luke’s Health System

Overview

About Us:
- Four acute care hospitals
- Four critical access hospitals
- St. Luke’s Children’s Hospital
- Five Regional Cancer Centers
- St. Luke’s Rehabilitation Hospital, Skilled Rehabilitation Unit
- One Long Term Care Facility
- St. Luke’s Homecare and Hospice
- St. Luke’s Health Partners network
- 311 Ambulatory Clinics

FY2021 SLHS Statistics:
- 1064 licensed beds
- 52,525 inpatient admissions, 207,715 patient days
- 1,400+ employed and independent providers
- Idaho’s largest employer with 15,800+ employees*
- More than 2.8 million clinic and outpatient hospital visits

*includes employed providers
Worksite Analysis

• Proactive approach to risk
• Annual HVA
• Mitigation strategies
• Use of data to drive decisions/identify risks and enhance resources/tools
Perspective

✓ Law Enforcement perspective as SME guiding system program
  • Deference to expertise (high reliability)
✓ Building relationships with local law enforcement & community
✓ Succinct and accessible resources
Threat Assessment Team & Hotline

Multidisciplinary team
- Providers, staff, former law enforcement, legal

Proactive approach to non-standard forms of WPV
- Creative solutions to complex issues

Investigate every threat made against the staff, providers and organization
- Employees experiencing domestic violence, restraining orders, stalking
- Insider threat, terminations, anonymous reporting
- Collaborate with local, state, federal law enforcement
- Monitor hate groups, community threats (protests, graffiti)
- Best practices within the field (ATAP)

Provide specific education to vulnerable staff
- Assist victims/targets with mitigation strategies at work and home (families)
St. Luke’s Security Dog Team

- Security dogs are trained to assist with de-escalation, detect common bomb making materials, and firearm ammunition
- The dogs are on routine patrol with the security officer
- Our dogs have a calming effect with staff and patients and seem to develop the ability to recognize patients that need their attention
- Our dogs do not bite
- Program supported by St. Luke’s Staff
Discussion and Questions

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Connect with St. Luke’s: